



JIGSAW FAMILY SUPPORT

Complaints and Escalation Policy

1. Purpose

The purpose of this policy is to ensure that children, young people, parents, carers, professionals, and members of the public can raise concerns or complaints about Jigsaw Family Support in a:

- Fair
- Transparent
- Timely
- Respectful
- Accessible manner.

All complaints will be taken seriously, investigated appropriately, and used to improve our services.

2. Policy Statement

Jigsaw Family Support is committed to:

- Listening to concerns
- Resolving issues quickly and fairly
- Being open to feedback
- Learning from complaints
- Protecting the rights and dignity of everyone involved
- Ensuring no individual is penalised for raising a genuine complaint

Complaints about safeguarding will be handled under safeguarding and LADO procedures.

3. Scope

This policy applies to:

- Children and young people
- Parents/carers
- Schools, social workers, and referrers
- External professionals
- Volunteers or members of the public

It covers:

- Service delivery
- Staff behaviour or conduct
- Communication concerns
- Administrative or procedural issues
- Access or inclusion concerns

4. Definitions

- **Comment:** General feedback or suggestion.
- **Concern:** An issue raised informally.



- **Complaint:** A formal expression of dissatisfaction requiring investigation.
- **Serious Complaint:** Includes allegations of harm, discrimination, misconduct, or safeguarding breaches.

5. Complaints Process

Stage 1: Informal Resolution

Most concerns can be resolved quickly through informal discussion.

The complainant may contact:

- The staff member involved (if appropriate)
- Their Line Manager
- The Complaints Manager

The aim is to resolve the issue within **5 working days**.

If unresolved, the complainant can escalate to Stage 2.

Stage 2: Formal Complaint

The complainant may submit a written complaint via:

- Email: _____
- Online form (if applicable)
- Letter to the organisation's address

The complaint should include:

- Name and contact details
- Details of the complaint
- Relevant dates
- What outcome is sought

Acknowledgement

The complaint will be acknowledged within **3 working days**.

Investigation

The Complaints Manager or Senior Manager will:

- Review the complaint
- Gather evidence
- Interview staff involved
- Consider relevant records
- Consult policies and procedures

Outcome

A written response will be provided within **15 working days**, including:

- Summary of findings
- Decision
- Any corrective actions
- Appeal options



Stage 3: Appeal / Escalation

If the complainant is dissatisfied with the Stage 2 response, they may request an appeal.

The appeal will be reviewed by:

- A Senior Manager **not previously involved**, or
- A Director

Timescale

The appeal will be acknowledged within **5 working days** and a final response will be issued within **20 working days**.

The response will be final within the organisation.

6. Complaints Involving Safeguarding or Staff Misconduct

If a complaint involves:

- Abuse or neglect
- Staff behaviour towards a child
- Criminal behaviour
- Risk of harm

It must be escalated immediately to the **DSL** and handled under:

- Safeguarding procedures
- LADO (Local Authority Designated Officer) protocols
- Police involvement where necessary

In such cases, complaints and safeguarding processes may run in parallel.

7. Anonymous Complaints

Anonymous complaints will be:

- Logged
- Investigated as far as possible
- Handled with discretion

However, feedback cannot always be provided.

8. Data Protection & Confidentiality

All complaints will be handled confidentially, in line with:

- UK GDPR
- Data Protection Act 2018
- Confidentiality Policy

Information will be shared only with those who need to know.

9. Unreasonable or Persistent Complaints

Jigsaw Family Support recognises that most complainants act professionally and respectfully.

However, actions considered unreasonable include:

- Aggressive or abusive behaviour
- Repeated complaints without basis
- Demands beyond what is reasonable



- Harassment of staff

Where this occurs, the organisation may:

- Limit communication
- Provide a single point of contact
- Close the complaint

This will always be done sensitively and transparently.

10. Learning from Complaints

Complaints will be:

- Recorded
- Reviewed regularly
- Analysed for patterns
- Used to improve services, training, and systems

11. Accessibility

Jigsaw Family Support ensures that:

- Complaints can be submitted verbally or in writing
- Support is available for those with communication difficulties
- Children and young people can make complaints in child-friendly formats

12. External Escalation Options

If a complainant remains dissatisfied, they may contact:

- **Local Authority Commissioning Team**
- **Local Safeguarding Partnership** (for safeguarding-related concerns)
- **Ofsted** (if applicable to the service type)
- **Ombudsman** (if the service falls under their remit)

Details can be provided upon request.

13. Policy Review

This policy will be reviewed:

- Annually
- After a serious complaint
- Following legislative updates
- As part of quality assurance processes

Policy Title	Complaints and Escalation Policy
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