



Complaints Policy

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Contents

Cameron and Cooper Limited Complaints Policy 1

<i>Introduction</i>	<i>Page 3</i>
<i>What is a complaint?</i>	<i>Page 3</i>
<i>Who can make a complaint?</i>	<i>Page 4</i>
<i>Informing young people about the Complaints Procedure</i>	<i>Page 4</i>
<i>Receiving Complaints</i>	<i>Page 4</i>
<i>Local Resolution (Stage 1)</i>	<i>Page 5</i>
<i>Investigation (Stage 2)</i>	<i>Page 5</i>
<i>Review Panel (Stage 3)</i>	<i>Page 6</i>
<i>Withdrawal of a Complaint</i>	<i>Page 7</i>
<i>Confidentiality</i>	<i>Page 7</i>
<i>Young People's Version Complaints policy</i>	<i>Page 7</i>
<i>Young Person's Internal Complaint Form</i>	<i>Page 9</i>

Introduction

Cameron and Cooper Limited are dedicated to fostering a collaborative relationship with young people, their parents/carers, placing authorities, and other members of the surrounding community. This alliance promotes mutual understanding and effective resolution in cases where a concern or issue arises. This policy outlines the process for making a complaint and sets out our commitment to ensuring that all complaints are dealt with promptly, fairly, and confidentially. We believe that it is important for everyone to have the opportunity to voice their concerns and be heard. Our goal is to use all feedback to continuously improve our services and make sure that the Young people in our care receive the best possible support.

Key workers should facilitate open communication with young people residing in the home during their routine key worker meetings, encouraging them to voice any worries or issues. This ensures that the young people are consistently engaged, and their perspectives are taken into consideration, ultimately mitigating the need for formal complaints by proactively addressing potential problems.

Young people living in the home must feel free to voice concerns or file complaints without fear of negative repercussions.

Young people in the home should have access to the complaint process and receive support in understanding the process and filing a complaint. The Young people's Guide includes clear information on making complaints, and the young people should know how to seek help from an independent advocate.

What is a Complaint?

A complaint is a statement of unhappiness regarding service quality, actions, or inaction taken by a home towards a child or young people. Early resolution of any complaints or concerns is always the goal.

A complaint could be about:

- An unwelcome or disputed decision.
- The quality or appropriateness of a service.
- A delay in decision-making or the provision of services.
- The attitude or behaviour of staff.
- Delays in dealing with problems or resolving concerns.
(This list is indicative only, and should not be used as a means of restricting matters which can be complained about)

The child/young person (or their representative) that complaints can also be made to Ofsted (the Regulatory Authority), Young people's Commissioner Help at Hand Service, or their social worker/Placing Authority.

Who can make a complaint?

The complaints procedure offered by Cameron and Cooper Limited is not just restricted to parents or guardians of young people under our care. Any individual, including members of the public, can file a complaint regarding any of the facilities or services provided by our organisation. The complaints procedure is open to anyone who has received or used our services and would like to express their dissatisfaction or concerns.

The following people have a right to use the complaints procedure:

- A child living in the home (or who used to live in the home).
- A parent or carer of a child, and
- Another person acting on behalf of a child.

Cameron and Cooper Limited guarantees to keep the person informed about the progress of their complaint at all times. Once the investigation into the raised concerns/complaint is finished, we will promptly provide the result.

Informing young people about the Complaints Procedure

Information about the Complaints Procedures will be provided to young people in an age- and understanding-appropriate manner, including the young person's Guide given before or upon admission to the home. The guide will explain the role of an advocate and provide contact information for independent advocates who can help young people make complaints or act as their representatives. Homes Managers must make all reasonable efforts to ensure young people feel comfortable making complaints and are protected from retaliation. Young people may receive the necessary support and assistance to make a complaint, or they may ask someone else to do so on their behalf. If the complaint concerns the young person's social worker, Independent Reviewing Officer, contact decisions, or elements in their Care or Placement Plans, it should be directed to their social worker and processed according to the young people's Social Care Complaints Policy of the placing authority.

The young person's parents/carers and the Placing Authority must be given a copy of the organisation's complaints procedure.

Receiving Complaints

Complaints can be made in writing or in person, including through text or email. They should normally be submitted within 1 year of the grounds for the complaint arising. However, if necessary, the time limit can be extended by the manager if the complaint can still be effectively considered or if there was a legitimate reason for the delay. When young people express a desire to make a complaint, those receiving it should make every reasonable effort to resolve the issue at the lowest level possible. If a resolution cannot be reached, a formal complaint should be made, with no person

being the subject of the complaint involved in its consideration except for the local resolution stage, if appropriate. Young people have the option to direct their complaints to the Regulatory Authority (Ofsted) or their Placing Authority. The person providing support for the child should be recorded if the child is assisted in making the complaint. All complaints must be documented in Clear Care under the relevant section.

Local Resolution (Stage 1)

Timescale: 10 working days from the receipt of a Stage 1 Complaint (with the possibility of 10 further days for complex complaints or if an Advocate is required).

If complaints about the home or staff are made, the front-line service provider or line manager responsible for the complaint should resolve it promptly if they have the authority to do so. Young people should be consulted and agree to a resolution where feasible.

In all cases where complaints are received, the home's manager must be informed.

Upon receipt of a complaint, it will be acknowledged within two working days, and the young person will be informed of the expected response time. If the complaint is from a young person, the person handling the complaint should verify if they have access to an Independent Advocate or need to acquire one.

If it is possible to resolve the complaint within the required timescale (see the start of this section), the person resolving it should do the following:

Record the complaint and its resolution in the Daily summary and the Complaints Log, taking care to omit sensitive information. Place a summary on the young person's file and inform the home's manager if they were not previously involved.

If the matter cannot be resolved to the young person's satisfaction within 20 working days, they must be advised that they have a right to proceed to Stage Two and be given assistance to do so as necessary.

Investigation (Stage 2)

Timescale: 25 working days from the receipt of a Stage 2 Complaint.

Note: Complaints made by young people must be reported to their social worker, who should inform the child's Independent Reviewing Officer. The following should also be considered:

- Stage 1 Complaints that are not resolved satisfactorily.
- Where the young person/person making a complaint on their behalf has requested a Stage 2 Investigation.

For Stage 2 Complaints, refer to the Designated Manager (Complaints) who will assign an independent Investigating Officer (not having any line management responsibility related to the complaint).

Before the investigation, the Designated Manager (Complaints) should clarify the complaint's content and strive to resolve it promptly within the stated timeframe, unless the young person agrees otherwise in writing. Inform the young person of the investigation outcome, preferably in person and always in writing. If the complaint cannot be resolved, ask the young person for their preference, and offer an apology. Confirm any remedial action taken.

The record of the outcome must be recorded in the Complaints Log and have the Home Manager countersign it. Copies must be retained of all records and correspondence regarding the complaint as follows:

- On any relevant young person's file.
- In the Complaints File held by the Home Manager.
- Copy of the outcome must be sent to the Placing Authority.

Review Panel (Stage 3)

A request for a Review Panel must be made within 20 days of the end of the Investigation Stage. The Panel must meet within 30 days of a request.

If the young person or their representative is unsatisfied with the Stage 2 Investigation outcome, they may request a Stage 3 Review Panel consideration or refer the complaint to the Placing Authority or regulatory body (Ofsted).

To initiate a Stage 3 Review Panel, the young person or their representative should notify the Designated Manager (Complaints) verbally or in writing. Confirm the notification in writing, including the process and timeline for the Stage 3 Review Panel.

The Designated Manager (Complaints) will ensure that:

- i. Senior managers and relevant social workers are notified and briefed as necessary until the matter is resolved.
- ii. The complainant is clear about the process and timescales.
- iii. The complainant has access to an Independent Advocate or representative.
- iv. A Review Panel is established to consider the matter; the Review Panel will consist of 3 people that are independent of the matter being considered, one of the Panel members will be asked to Chair the Panel and report to the Designated Manager (Complaints) on the recommendations that are made.
- v. Necessary arrangements are made for the Panel to be convened and conducted in a fair manner.

- vi. The recommendations of the Panel and properly considered, involving senior managers as necessary, and that any decisions or actions are acted upon promptly.

The complainant and their advocate/representative are briefed verbally and in writing of the outcome.

Withdrawal of a Complaint

If the complainant wishes to retract their complaint, they will be requested to confirm it in writing. This written confirmation will serve as official documentation of the withdrawal of the complaint and help ensure that all parties involved are aware of the change in status. This also helps maintain a clear record of the complaint and its resolution, which is important for the ongoing monitoring and improvement of our services.

Confidentiality

Cameron and Cooper Limited will handle complaints in accordance with information sharing and GDPR regulations. Maintaining a secure, centralised digital record of all complaints that is accessible to both internal and external inspectors.

To preserve confidentiality, complete electronic complaint forms, and other supporting documents in a centralised digital record within the young person's main file on Clear Care or the Home section for external complaints.

Young People's Version Complaints policy

If you are unhappy, you have the right to file a complaint. Fill out the form at the bottom of this policy, or request a complaint form from any staff member and seek their assistance in completing it.

What happens when I make a complaint?

The complaint will go to the shift Leader or the Deputy/Home Manager. However, if the complaint is about your shift Leader or the Deputy/Home Manager then the complaint will go to the Service and Operations Manager. They will look at your complaint and investigate what has happened and what can be done to make the situation better. Staff will make sure they deal with complaints quickly and this should usually take no longer than two weeks, if it takes longer then staff will let you know.

The staff will need to talk to you as part of this investigation and see what you would like to happen. If your complaint is about another person, they will need to speak to that person to see what has happened from their point of view.

Once the staff have investigated they will look at what the outcome is and find out if you are happy with this. If you are not happy, then you can tell them and the person investigating can see if there is a different outcome that is better.

However, sometimes there is not an outcome that everyone is completely happy with and because of this, we have to compromise on what we want. Compromising means accepting something different to what we originally wanted. Compromising does not mean you should be unhappy with the result, if you are unhappy, you should tell the staff.

If you make a complaint you can have an advocate (someone to help you). This can be someone from outside of the home or school. If you would like more information about this, please speak to your key working team or Home Manager.

Records

When you make a complaint you can either write it yourself or a member of staff will write it for you. The outcome of the complaint will be recorded on this form and we will keep a record on your file so people can check that your complaint has been dealt with properly. We also have a central complaints file where copies of complaints are kept so people who inspect the home/school can check the right things are being done.

Letting people know

If you make a complaint, we will let your parents/carers and social worker know so they know what has happened and what the staff are doing about it.

Withdrawing complaints

If you make a complaint but you then want to withdraw it, then the staff will ask you to sign the form to say you want to withdraw it. The staff will tell your parents/carers and social worker that you want to withdraw the complaint as well. Depending on what the complaint was about, staff may still have to investigate it as it might be something that affects other people as well. The staff will tell you if this is going to happen.

**Cameron and Cooper Limited Young Person's Internal Complaint Form
(For Local Resolution and Completion with Staff if Required)**

Young Person Making the Complaint:	Date/Time:
Staff Name:	Would You Like an Advocate? Yes/No Name Of Advocate:
Nature of the Complaint:	
Action Taken:	
OUTCOME (and review date if required/appropriate):	
Young Person Comments Regarding Satisfaction with Resolution/Outcome:	Young Person's Signature:
	Staff Signature:
	Home Manager/Service and Operations Manager Signature:
FURTHER ACTION (Confirm Parents/Carers/ Social Worker Involved Have Been Informed, Any Supporting Documents Completed and Filed I.E., Key Working)	