

# COMPLAINTS PROCEDURES FOR CHILDREN

Date	Review Date	Coordinator	Nominated Trustees
March 2018	March 2020	Lee Wright	EC&T Committee

### Aims

The aims of the process are that the child should feel their complaint is heard and they are satisfied with the outcome.

### Introduction

**We want you to tell us if you are not happy with the way you are looked after.**

**We want you to tell us if you have any other worries or complaints.**

**Telling us helps us to make sure we get it right.**

**We will listen and will try to make sure you feel ok about how we deal with what you tell us. You will not be punished or made to feel bad for complaining.**

**To help us get it right, we will need to know what you want to happen to make everything all right again.**

**The adults are here to keep everyone safe so you can tell any adult. It is probably best to tell your key worker, teacher, family worker or your household manager. If you want to you can talk to Lee, Fiona, Claire, Angus or Jennifer.**

**There are lots of different ways you can let us know if you are unhappy about something.**

- 1. Tell an adult who will listen and fill in a complaints form. (available from Lee's office)**
- 2. Fill in a Complaints Form yourself!**
- 3. Write it down or draw picture of it and give it to an adult or put it in the Comments Box in your house or in the quiet area in Education.**
- 4. Talk to the VOICE rep. (They are an independent advocate from an organisation called Voice) when they are visiting, or phone her on 0808 800 5792, or use the children's phone in your house which will put you directly through to VOICE. (If you talk to them they do not need to tell us what you say)**
- 5. Tell the people who look after you at home.**
- 6. You can contact Ofsted on 08456 404040**
- 7. You can also make a complaint through your social work department. Ask to speak to your social worker or another member of staff from that department and make a complaint using their procedures. (Get information on how to do this from your key worker or any other adult)**

## **What you say will be taken seriously and dealt with quickly.**

**If you don't think anyone is listening to your complaint - please tell Lee!**

### **Procedure**

The complaint can be dealt with by any staff member as long as they are not the subject of the complaint. Staff should follow the process set out on the complaint forms, with the support of a line manager if necessary. They should ensure that at the end of the process, the form is signed off by the staff involved and the child and passed to Lee for filing.

### **Role of the Management Team**

The complaints officer should monitor complaints, ensuring they have been properly managed and resolved.

### **Role of Staff      Staff Guidelines - Following a Complaint by a Young Person**

Addressing children's concerns and complaints quickly keeps us all safe, staff and children, and helps develop a shared understanding of the issues.

- Any complaint made by a child should be listened to seriously and a "Report of Complaint" form completed. This has two sides. 'Sheet 1' for recording the information and 'Sheet 2' for recording your management of the complaint. These are available from the Claire's Office and you must sign the log when you take one. You are then responsible for making sure the complaint form is returned to Claire or Lee.
- The adult should look to deal with the complaint as quickly as possible, and then inform Lee about it.
- If the adult feels uncomfortable with managing the complaint they should seek advice from a manager or the complaints officer, Lee Wright
- Any complaint that may have child protection issues must be passed on as soon as possible to either Claire McCarthy, Angus Burnett or Lee Wright
- Any adult who is the subject of the complaint should not be involved in the management of it.
- At the end of the process, the complainant should be asked what they would like to happen with their complaint, i.e. How they would like it dealt with and what outcome they would like.
- All complaint forms should be seen by the Complaints Officer (Lee Wright) and filed in Lee's office.

**If a child is asking how to complain, adults should try and help them make an informed decision as to what will happen with the different complaint routes they may choose.**

### **Role of Pupils**

Pupils should make use of the complaints process and procedure when they are not happy with how something has been managed.

### **Raising Awareness of this Policy**

Fiona Dall and Claire McCarthy

### **Monitoring the Effectiveness of the Policy**

Complaints Officer – Lee Wright

Trustees via their visits

Rosemary Lilley via S20 visits & reports.

