



## Highlands (Fareham) Ltd

### Complaints Policy And Procedures

### January 2021

#### Introduction

At Highlands we understand we may not always get things done in a way or manner that satisfies everyone, or indeed we may at times get things wrong. In either event we would seek to rectify this promptly. The aim of this policy is to guide and direct any person who feels dissatisfied with any aspect of our work at Highlands in making a complaint. This policy is aimed at people who are not employed at Highlands; employees are directed to our grievance policy.

#### Policy Statement

Highlands (Fareham) Ltd welcomes any feedback, whether positive or negative, as a necessary tool in improving the work we do. We operate a Complaints Procedure which is freely available and easy to use. All complaints, whether formal or informal, big or small, will be taken seriously and a resolution will be sought in a timely manner.

All complaints are recorded with actions taken, outcomes achieved and learning points. The registered person monitors all complaints and ensures they are dealt with promptly.

#### Who May Make A Complaint?

This complaints procedure may be used by any person (other than employees) who feels they are dissatisfied with the actions or inactions of any person employed by Highlands (Fareham) Ltd. This includes children in our care, parents, social workers and relatives of children and members of the public.

Whenever a person is dissatisfied with any actions or omissions by a member of our staff or management, they should use these procedures.

#### What Is A Complaint?

Not every concern is a cause for complaint. A child or another person may have a concern and need reassurance from a member of staff. If however, they are dissatisfied with the response, they should use the complaints procedure.

Highlands (Fareham) Ltd takes all complaints seriously and will seek a prompt solution. In most cases we would hope the complaint would be dealt with informally through good communication. However, there may be occasions when a person wishes to make a formal complaint. In these cases, the following procedures apply.

If an individual is concerned that a child is at risk of abuse or neglect at Highlands, they should not use the complaints procedure, instead they should contact Ofsted or the Local Area Designated Officer (LADO) immediately:

[Ofsted: 0300 1231231](tel:03001231231)

[Local Area Designated Officer \(LADO\): 01962 876364](tel:01962876364)

# Complaints Procedure

## Making A Complaint

Any person other than an employee may make a complaint, either formally or informally.

### Informal Stage

Whenever a person is dissatisfied with an action by anyone of Highlands (Fareham) Ltd has taken or if they are dissatisfied by a staff member's failure to act, they should in the first instance approach the staff member concerned or the manager of the home and raise the matter informally. At Highlands we take all complaints seriously and any complaint will be heard and dealt with promptly.

### Formal Stage

Having raised their dissatisfaction with the staff member or manager, if the person is not satisfied with the response, or if they feel the matter needs to be dealt with formally, they should use Highlands formal complaints procedure.

The person with the complaint may make their dissatisfaction known in writing by letter, email or by requesting a Complaint Form. The staff member receiving the complaint will make a record of the nature of the complaint and will advise the person of the next steps in seeking a resolution. These procedures show a timetable for dealing with complaints. In all cases the staff receiving the complaint will record the following:

The nature of the complaint, what has occurred or what didn't happen which should have happened?

When did this occur?

What would the complainant like to see happen to resolve the issue?

## Dealing with A Complaint from A Child

At Highlands we have easy-to-use children's complaints forms (Appendix 1). The Staff member will offer this form to the child and will support them as much as they require to complete the complaint form. They will assure the child that they will inform the manager and the manager will respond to them promptly. We use easy-to read- response forms for the manager's response (Appendix 2).

## Dealing with A Complaint from An Adult

The staff member receiving the complaint will record the details mentioned above and report it to the manager who will investigate the concern in a timely manner. The Manager will also complete the Complaints Log and complete a Complaints Tracker form which they will use to monitor the progress of the complaint. The manager will inform the complainant of their involvement within 48 hours and will as part of their investigation focus on what, if anything, could have been done better.

Following the investigation (which would normally be completed within 5 working days) the manager will make a recommendation as to what needs to happen and will respond to the complainant with the

outcome within 10 days. If the complaint investigation is particularly complex this can be extended to 28 days, but this would not be the norm and the manager will inform the complainant of the delay.

### Appealing the Manager's Decision

Following the report from the manager with the outcome of their complaint, if the complainant is dissatisfied with this, they should contact the Responsible Individual with the reasons for their dissatisfaction.

The Responsible Individual will respond, informing the complainant of the receipt of their appeal within 48 hours and give them the timescales for dealing with their appeal.

Once the Responsible Person has investigated the appeal (which would normally be completed within 5 working days) the manager will make a recommendation as to what needs to happen and will respond to the complainant with the outcome, again within 10 days.

Equally the Responsible Person may need to extend the timescale if the nature of the complaint and appeal is complex but in most cases it would be completed within the 10 day timescale. The Responsible Person will inform the complainant of the delay which should not exceed 28 days.

If the complainant is still dissatisfied, they may make a formal complaint to the regulatory body, Ofsted.

**Ofsted:** 0300 1231231

### Timescales For Responding to Complaints

Stage	Action	Who	Timescale
Informal Complaint	Discussion and Resolution	Staff member or manager	Immediate
Formal Complaint	Acknowledgement of receipt	Manager	48 hours
	Investigation	Person authorised by manager	5 working days
	Inform complainant of outcome	Manager	Ideally within 10 working days, but certainly within 28 days
Appeal	Acknowledgement of receipt	Responsible Individual	48 hours

	Investigation	Responsible Individual	5 working days
	Inform complainant of outcome	Responsible Individual	Maximum 28 days

My Name

Date



I am unhappy and want to make a complaint about:



A Person



Home



School



Something else

I am unhappy about:

It would make me happy if:

I gave my form to:

Your Name	Date
<b>We read your complaint</b>	
	
<b>Together we discussed</b>	
	
<b>What we decided to do :</b>	
	
<b>What was the outcome</b>	
	

<b>Ref no:</b>	<b>Log Page:</b>	<b>Date Opened:</b>			
		<b>Date Closed:</b>			
<b>Complaint passed on to:</b>					
<b>Manager</b>	<b>Social worker</b>	<b>Advocate</b>	<b>Parent</b>	<b>Responsible Individual</b>	

## Highlands External Complaint Form

<b>Name:</b>	
<b>Contact Details:</b>	
<b>Date complaint made:</b>	
<b>Details of Complaint:</b> (Please include the nature of the complaint, what has occurred or what didn't happen which should have happened? When did this occur? What resolution would you like to happen?)	
<b>Complaint Received By:</b> (Name and Date)	

<b>Reference No:</b>	
<b>Complaint Passed to:(Name and Date)</b>	

**Monitoring and Review**

To ensure its effectiveness, this Policy will be reviewed after 12 months by the management team.