



September 2014

COMPLAINTS POLICY AND PROCEDURE

J&R Care operates a Complaints Procedure for Children, and the Local Authority will be kept immediately and fully informed of any complaint made. The following procedures are additional to and do not replace other avenues of complaint, i.e. Ofsted Inspectors and the procedures for placing authorities.

Procedure cover

The procedure covers:

- Any feature relating to the care and education of the child accommodated by J&R Care Ltd.
- The right of the child to be listened to and the right to receive an appropriate response to a request.
- The right to be involved in any decision-making process which affects them.

It also covers any queries which then become complaints, regardless of the source from which they appear.

The procedure does not cover

- Staff grievance/disciplinary procedure (for which there are separate guidelines). It may well prove that some disciplinary procedures start as a result of a complaint, but they will be dealt with separately to the complaint to ensure positive handling.
- Complaints made to other organisations or people or where other legal procedures follow, eg. Court

Definitions

Representations: Include any statement about the nature of the care or education available to a child whilst accommodated by J&R Care Ltd. These need not be necessarily negative, positive statements are equally important and welcome.

Complaint: Is written or oral expression of dissatisfaction or disquiet about any feature of the care or education offered in relation to a child accommodated by J&R Care Ltd.

Complainant: Is the child or person making the complaint.

Compliment: Positive statements regarding the level of care and support offered to the child.

Who may Complain/Compliment:

- Any child who is presently accommodated by J&R Care Ltd.
- A complaint may also be made on behalf of the child by any other 'significant' person who knows sufficient interest in the child's welfare, e.g. parent, relative, friend, carer, social worker etc.

These complaints will be checked with the child to ensure that they reflect the child's views and that they are in agreement to the person making the complaint acting on their behalf.

Informal Complaints

It is envisaged that most questions or queries relating to any feature of care or education of a child accommodated by J&R Care Ltd would, in the first instance, be addressed to the staff at the time. The majority of them will be dealt with to the satisfaction of all concerned. There may be some however, which are not and may at this stage be identified as a formal complaint.

Where this element of dissatisfaction arises the complainant will be advised by staff of their right to make a formal complaint and how it will be dealt with.

Formal Complaints

STAGE 1: In the first instance these will be dealt with by the Safeguarding officer. The complaints will be recorded along with any actions previously taken if it was dealt with informally in the first instance. Safeguarding officer will investigate the complaint. They will then make a decision. The Safeguarding officer will deal with any complaint within 5 days of receiving it (unless a child's safety is in jeopardy in which case he will deal with the complaint immediately)

If the complainant is not satisfied with the decision from the Safeguarding officer:

STAGE 2: The complaint will be passed to the Director of Care and Education who will investigate the complaint and make a decision. Any complaint passed to the Director will be dealt with within 5 days from receiving the complaint.

If the complainant is still not satisfied with the decision, then the complaint will be passed onto a panel which will include a Director, a Manager and a layman (all of whom would not have been involved before) who will look at all information and make a final decision. The panel will listen to the complaint and make a decision within 5 days.

STAGE 3: If the complainant is not satisfied with the panel's decision then they will be encouraged to make a complaint to:

Ofsted

If the complainant feels this is necessary they should:

You should contact their helpdesk, which is open from 8am to 8pm, Monday to Friday. Phone 0300 1234 234, or email enquiries@ofsted.gov.uk.

Staff on the helpdesk will discuss your concerns with you, advise you about whether to put your complaint in writing to them or suggest other ways to deal with your concerns.

To make a formal complaint write to:

Enquiries
National Business Unit
Ofsted
5th, 6th and 7th Floors
Piccadilly Gate
Store Street
Manchester
M1 2WD

Or you can fill in an online complaints form at www.ofsted.gov.uk/onlinecomplaints.