Cambian

Complaints Procedure

Procedure for Complaints at Cambian Spring Hill School

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1. Introduction

1.1 This procedure should be read in conjunction with the Complaints Policy.

1.2 It applies to all staff

1.3 It is the agreed procedure and any deviation by staff from this procedure may be subject to disciplinary action

2. Terminology

2.1 Our aim is to use consistent terminology throughout this policy and all supporting documentation as follows:

'Establishment' or 'Location	This is a generic term which means the children's home/school/college. Cambian Spring Hill School is a school and children's home.
Individual	This means any child or young person under the age of 18 or young adult between the ages of 18 and 25. At Cambian Spring Hill School we have children and young people attending and/or residing between the ages of 8 and 19.
Head of Service / Service Head	This is the senior person with overall responsibility for the school. At Cambian Spring Hill School this is the Principal who is Samantha Campbell. The registered manager for the children's home is currently vacant.
Key Worker	This is a member of staff that has special responsibility for Individuals residing at or attending the Establishment.
Parent, Carer, Guardian	The means the parent or person with Parental Responsibility
Regulatory Authority	This is the generic term used in this policy to describe the independent regulatory body responsible for inspecting and regulating services. At Cambian Spring Hill School this is Ofsted.
Social Worker	This means the worker allocated to the child/family. If there is no allocated worker, the Duty Social Worker or Team Manager is responsible.

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Placing Authority	This means the local authority/agency responsible for placing the child or commissioning the service
Staff	This means full or part-time employees of Cambian, agency workers, bank workers, contract workers and volunteers and students on placement.
CambianKPI	This is the Cambian online in-house information system which holds data for each site on quality measures.

3. Monitoring

- This Procedure is reviewed annually in line with policy requirements.
- The Head of Service undertakes to ensure that the local elements of this procedure are continually monitored, reviewed and updated. This document was last reviewed as below:

Samantha Campbell
Principal
26/03/2020

The effective operation of this Complaints Procedure will be discussed in the regular Senior Leadership Team meetings, where appropriate.

4. Availability

- This Complaints Procedure will be made available to all **staff** and brought to the attention of **carers/parents/guardians**, **placing authorities** and, where appropriate, potential individuals at the pre-admission stage. A copy can be requested by contacting Cambian Spring Hill School.
- On admission, individuals and their parents/guardians/carers will be given, a copy of the Complaints Procedure.
- If an individual has specific or global learning difficulties/disabilities that make it impracticable for him/her to make a complaint, another person such as an advocate or key worker will be nominated to look after the individual's interests in this regard. These arrangements will be made known to the parents/guardians/carers or people acting on the behalf of the individual concerned and to the funders/placing authority.

5. Responsibility

Head of Service

- Our Head of Service is responsible for:
  - Ensuring that staff receive relevant training
  - Responsibility and Final sign off of all complaints up to **Step 11** of the Complaints Procedure – Internal Stage.
  - Monitoring and review of procedures
  - Maintaining the Central Complaints log and confidential complaints file.
  - Submitting information regarding complaints to **CambianKPI**

Complaints Co-ordinator

- Our Complaints co-ordinator is [enter job title/name].

- The Complaints Co-ordinator is responsible for:

  ensuring that the Complaints Procedure is well publicised and that copies of the relevant materials are available at all times and all associated documents (which are listed at the end of this procedure) are used accordingly.

  Receiving complaint forms from staff

  Supporting the Head of Service to monitor and manage the complaint process up to **Step 8 of the Complaints Procedure (Internal Stage)**

Staff

- All staff have day-to-day responsibility to understand and follow the Complaints Procedure and to act promptly and in accordance with the procedures if an Individual or other person indicates that they wish to make a complaint.

6. Procedure

- Cambian consider a **complaint** to be a written or oral/verbal expression of dissatisfaction or disquiet in relation to the exercise of its functions in relation to its current or past individuals.

- It is our expectation that most problems, concerns, comments, criticisms etc about our service, can best be dealt with by staff informally at an early stage. Through meetings, the key worker system, regular review meetings and the involvement, where appropriate, of parents/carers and location and appropriate local authority staff, such matters can be aired and dealt with speedily and, in the majority of cases, resolved.

An Overview of our Complaints Procedure

- The detailed complaints procedure is set out in the Complaints Flow Chart. This includes expected time frames and responsibilities for dealing with all elements of managing a complaint and any necessary actions to take.

- For complaints regarding the **use of the Mental Health Act 1983** please see the separate Procedure for this..

- Ideally a complaint should be made using Complaint Form but this is not essential. There a variety of complaint forms which can be used for this purpose:

  Complaint form – (22.03) used by parents/carers/members of public etc

  Complaints forms for Individuals – (22.09a – g) which set out 3 options for making a complaint:

  - Speak to a person they trust at the home
  - By telephone to either Head office/Operations director or the service's regulatory authority
  - Complete the form and post it in a pre-addressed and pre-paid envelope to Head Office.

- The Complaints Co-ordinator is responsible for ensuring that pre-addressed and stamped envelopes are available with the complaint forms for Individuals. Depending on the service type, the addressed envelopes will be sent to either:

  Education Services

  Residential Services (West)

  Residential Services (East)

- At the following address

  Cambian Group
  4th Floor, The Waterfront
  Chancellors Road
  London
  W6 9RU

- On receipt of a complaint the member of staff must record it on the relevant Complaint Tracking Form (**22.03a** for Individuals and **22.03b** is for all other complaints). Staff are to follow the instructions on the form for further action.

NOTE: For complaints forms received at Cambian Head Office, the procedure for following up complaints will be carried out by the relevant Operational Director.

Initially the member of staff receiving the complaint will decide if it is something that can be resolved quickly and informally. Staff should only do this if they feel confident to do so. If necessary, the staff member will seek advice from their line manager.

Identified key staff are to offer to meet with the complainant to respond to their complaint. Where this is not felt to be appropriate or if it cannot be resolved quickly and informally the complaint will be passed to the Complaints Co-ordinator who will follow the complaints procedure until the complaint is concluded using the Complaints Procedure as set out in the Complaints Flowchart.

If the complaint cannot be resolved internally (Steps 1 – 8 of complaints flowchart) the Operations Director will appoint an external investigator as part of the Complaints Procedure (Steps 9-11 of complaints flowchart.

The next stage of the complaint procedure is the Appeal Process (Steps 12-15). The Operations Director will appoint an appeal panel consisting of three persons, none of whom have had any involvement or are connected in any way to any of the parties involved in the complaint and none of whom are members of staff or management of the location. At least one member of the Appeal Panel will be independent of Cambian Group. The Complainant will be invited to attend the hearing if they wish and be given the opportunity to be accompanied by a person of their choice. The decision of the Appeal Panel is final.

If the complainant is not satisfied with the outcome of the appeal process at any stage they may choose to take the matter up with our Regulatory Authority (Step 16) as below. Their contact details will be made available to Individuals and external stakeholders as required as follows:

enquiries@ofsted.gov.uk or 0300 123 4666

Immediate Notifications to the Head of Service

The Head of Service will be made aware immediately of any complaints regarding the following:

- Injury to an Individual.
- Violence or ill treatment.
- Theft or defrauding an individual.
- Serious neglect of an individual including neglect of their treatment.
- Indecent or offensive behaviour by a member of staff.
- Breaches of an individual's confidentiality.
- All types of discrimination.
- Any safeguarding issues

In these circumstances they will identify who will investigate the complaint, if the complaint relates to a safeguarding issue; this will be managed in accordance with the Child Protection - Safeguarding policy

All complaints are to be discussed and documented in the relevant management meetings. The discussion is to include any actions required to address any complaints raised. This also provides a forum for learning from the complaint and putting in place any recommendations from the investigation.

Compliments, suggestions and feedback

Any compliments, suggestions or feedback received by staff should be recorded separately on a Compliments Log to be held by the Head of Service and be managed under the Consultation, Communication and Feedback Policy and Procedures.

Training

6.1 The Head of Service will ensure that all staff are allocated dates to attend 'managing complaints' training.

6.2 The training will cover:

- Cambian's complaints policy and procedure.
- What constitutes a complaint.
- How to handle a complaint.
- Investigating complaints.
- Managing complaints for improvement.

Audit

6.3 The Head of Service will use a Complaint Tracking Form as an audit trail for any investigation carried out.

7. Supporting Documentation

This Policy

7.1	22.00	Complaints Policy
7.2	22.01	Procedure - Complaints
7.3	22.01a	Procedure - Complaints regarding the MHA
7.4	22.02	Complaints Flowchart
7.5	22.03	Complaint Form
7.6	22.04a	Complaint Tracking Form - Individuals
7.7	22.04b	Complaint Tracking Form - Others
7.8	22.05	Complaint log
7.9	22.06	Complaints Letter Templates 1-9
7.10	22.07	How to Complain Pictorial Booklet
7.11	22.07a	Complaint Leaflet PECS - Home
7.12	22.07b	Complaints Leaflet PECS - School
7.13	22.08a	Complaints Information Leaflet for Individuals - CHILDRENS HOMES
7.14	22.08b	Complaint Information Poster for Individuals - EDUCATION
7.15	22.08c	Complaints Information for Parents, visitors and public
7.16	22.08d	Complaints Information Poster for Staff
7.17	22.09a	Complaint Form for Individuals 7-13 - OFSTED
7.18	22.09b	Complaint Form for Individuals 13+ - OFSTED
7.19	22.09c	Complaint Form for Individuals - CQC HOME
7.20	22.09d	Complaint Form for Individuals - CSSIW

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7.4.1 22.09e Complaint Form for Individual 16+ - CSSIW

7.4.2 22.09f Complaint Form - Deaf Services

7.4.3 22.09g Complaint Form – CQC Care Homes 16+

Other Cambian Policy

7.4.4 GHR 29 - Grievance Policy

7.4.5 GHR 30 - Whistleblowing Policy

7.4.6 GIG 02 - Data Protection Policy

7.4.7 Consultation, Communication and Feedback Policy (including Compliments)

7.4.8 25 – Child Protection and Young Adult Safeguarding

Guidance

7.4.9 For further information about complaints and advocacy for children living in children's homes see Get it sorted (2004) Guidance on providing effective advocacy services for children and young people making a complaint under the Children Act 1989