

Staffordshire Children's Homes Local Policy

Complaints and Representations

Legislation –

The Complaints and Representations process reflects Staffordshire County Councils statutory obligation and is in line with Local Authority Social Services Act (1970) and the Children Act (1989, 2004)

Who may Complain?

- Complaints be made by or on behalf of an eligible person and must be in respect of that person an eligible person is:
- A Young Person residing at the service
- A parent, relative or guardian whose Child is residing at the service
- A Social Worker or other Professional involved with a Child or family residing at the service
- A neighbor
- A local Councilor
- A visitor to the service
- A staff member employed by Staffordshire County Council
- A member of the public

How do I complain?

There are many ways to make a complaint and listed below are some of the ways that you can do this

- Directly and verbally to a staff member at the home
- Request to see the Registered Manager of the service, to discuss your concern/complaint (contact details listed in the policy)
- In writing to the manager of the service
- In writing to the Responsible Individual for the service, Liz Kelay (contact details listed in this policy)
- By contacting the Staffordshire County Council Customer Feedback and Complaints Team
- By completing a complaints form and placing in the stamped addressed envelope provided with the forms located on notice boards around the service.

What Happens when I complain?

There is a complains process which is split into 3 stages -

- **Stage 1** – Local resolution
- **Stage 2** – Independent Investigation
- **Stage 3** – The complaints review panel

Stage 1 – This is the local problem-solving stage where the complaint is dealt with by the manager of the service who will try to resolve the problem locally where possible by keeping the lines of communication open and positive. A response to a complaint at this stage should be provided within 10 days of receiving the complaint however in some cases this can be extended to 20 days, In some cases, a complaint may be resolved at Stage 1 and not need to be escalated to Stage 2

Stage 2 – This is the investigation stage, where if the complainant is not happy with the resolution from stage 1 the complaint can be escalated. At this stage the complaint will be escalated to the Customer Feedback and Complaints Team Manager who will appoint an independent person to conduct a formal investigation. They will then compile a report of their findings and send to the Senior Manager of the Service to respond to who will make a decision. This stage can take from 25 working days and up to 65 working days

Stage 3- This is the final stage of the procedure and follows stage 2 if the complainants are not happy with the outcome. The complainants can request at this stage a Panel Hearing to review the complaint. This consists of 3 Independent Persons who will hear the complaint and make recommendations. A Staffordshire County Council Strategic Lead will then consider the Hearing Panel's recommendations and write directly to the complainant and advise them if in agreement with the Panel

Local Government Ombudsmen

If after Stages 1, 2 and 3 have been completed the complainant is still dissatisfied they can then contact the Local Government Ombudsmen

Contacts

Responsible Individual of Brunswick Place– Liz Kelay

Staffordshire Place 1

1 Staffordshire Place

Stafford

ST16 2LP

Tel: [0300 111 8000](tel:03001118000)

liz.kelay@staffordshire.gov.uk

Customer Feedback and Complaints Team

2 Staffordshire Place

Tipping Street

Stafford

ST16 2DH

Tel: 0300 111 8000

Complaints&customerfeedback@staffordshire.gov.uk

