**Complaints**

**1.1 Introduction**

The Outreach Service recognises the right of the child/ young person and their families to make complaints about the service they receive.

All complaints are dealt with promptly and with sensitivity ensuring that Service users and their representatives are given support to pursue their complaints in accordance with this procedure.

**1.2 Raising a Concern or Complaint**

Wherever possible we will endeavour to acknowledge a concern or issue within 48 hours.

All CWD Outreach staff should inform their line manager if a concern or complaint is raised. Where the matter cannot be resolved, the Manager will arrange for the service user or their representative to put their complaint in writing and send it to the Service Manager.

The Service Manager will acknowledge receipt of the complaint in writing within 5 working days explaining how it will be dealt with.

The Manager will write to the family and/or their representative within 28 days explaining their decision or why longer is necessary to gather further information. If an issue cannot be resolved in this way, the Service Users and their representatives will be supported to follow the Surrey County Council Complaints Procedure.

<https://www.surreycc.gov.uk/council-and-democracy/contact-us/complaints-comments-and-compliments/children-and-education-send>

Where the complaint is about the Service Manager, the Nominated Individual will be informed and will investigate the complaint in line with Surrey County Council’s Complaints Procedures.

**1.3 Surrey Children’s Advocacy and Complaints**

Contact by email: [www.reconstruct.co.uk](http://www.reconstruct.co.uk)

Contact by telephone: +44 (0)800 0209 858 (UK)

**1.4 Care Quality Commission**

Service users and their families and advocates are advised that they can at any time, contact the

Care Quality Commission,

Citygate,

Gallowgate,

Newcastle-upon-Tyne

Contact by telephone: 03000 616161 / 0845 015 0120

Contact by website: [www.cqc.org.uk](http://www.cqc.org.uk)

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