



Phoenix Community Care Ltd Foster Care

Policy & Procedure

0204 - Complaints

Version	Written	Updated/ Reviewed	Scheduled Review Date	Author/ Reviewer	Approving Body	Date Approved
1	2008	2008	2009	Anne Sprigs		
2	2013		2014	Gena Areola	Directors	5.2.14
		Jan '15	Jan '16	J A Coates	Directors	Feb '15
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1. Complaints Policy

This policy applies to complaints of a non-child protection nature. Complaints include issues around the level of care received, complaints about a registered person, communication issues, panel decisions, unprofessional behaviour, confidentiality issues and any other concerns by any person or organisation interacting with our agency.

Opportunity will be given to all complainants for informal resolution at the first stage if at all possible via a relevant person, either a Director, Manager or supervising social Worker as is appropriate.

No person who is subject to a complaint will take part in its consideration except at the informal stage.

All complaints will be taken seriously and investigated in accordance with our procedures as set out below.

Any person may make a complaint on behalf of a child

No child/young person, employee or foster carer should be treated unfairly having brought a complaint.

No child or young person should be subject to reprisals for having made a complaint.

Each child/young person, employee or foster carer will be issued with a copy of the complaints procedure in his/her language of origin where possible, together with a copy of the procedure from the placing authority.

PCC will issue its complaints procedure form immediately a complaint is made unless informal resolution is possible.

Our policy will be explained to the child or young person in a child centered way that they can understand and is age appropriate.

Our policy will be explained to the child's parents (where the child is accommodated).

Our policy will be explained to any person working on behalf of PCC.

A written record of all decisions made in any formal complaint will be filed. This will include decisions made and actions taken.

PCC takes note that any person may make written representation to Ofsted concerning any matter that they wish to dispute with PCC, as outlined in section 18 of the Care Standards Act 2000.

PCC will co-operate with local social services departments in all boroughs that have placed children/young people with them.

2. FOR CHILD/YOUNG PERSON, PARENTS AND CARERS

Making a complaint in the first instance, you can speak to a PCC supervising social Worker, Manager or Director. Alternatively, you can put your complaint in writing to PCC either via email or through Royal Mail. You can also contact the NSPCC, the child's social worker as allocated by the local authority or the social worker's line manager or Ofsted.

Any complaint booklet and/or form to be used will be age and language appropriate. The booklet/form will include: who to contact, how to make a complaint, when to make a complaint, where to make the complaint and how long it will take to be processed. An independent advocate will be offered to the person making the complaint.

No person who is subject to a complaint will be allowed to participate in its consideration except at the informal stage.

3. The complaint will be dealt with in the stages listed below:

- We will listen to what the complainant has to say and try to sort out the problem informally and quickly. (Immediately if appropriate).
- If it is not appropriate to sort out the complaint at the time the child/young people, parent, or carer will be provided with a complaint form. We will provide staff and social workers with complaints forms in their normal work pack so that children/young people can be given a form immediately if resolution is not possible.
- We will acknowledge any complaint within 5 working days and try to resolve it within 28 working days.
- We will first of all informally raise the matter with the individual about whom the complaint has been made.
- The conclusions of the informal discussion will be relayed in writing to the person making the complaint.
- If the person making the complaint is not satisfied with the decision following the informal discussion with the individual concerned, the complaint will be treated as a formal complaint and we will investigate the complaint further involving senior management.
- The senior manager having produced a report will meet with the person making the complaint and agree with person making the complaint what we are going to do to sort out the complaint. We will then confirm in writing what we are going to do to put things right.
- Should the complaint not be resolved at this stage we would suggest to the person making the complaint that they contact Ofsted to seek a resolution to the complaint.
- We will ensure that the person who is subject to the complaint will not take part in the consideration of the complaint other than at an informal stage where that is considered appropriate by PCC and the Placing authority.

- We hope that most complaints could be dealt with at stage one. We ensure that children/young people, their parents (where relevant) and persons working for PCC are supplied with this written procedure along with the designated names of persons, such as designated social workers placing authority etc.
- Ofsted, at its request, will be supplied by PCC with a summary of any complaints and action taken in response to those complaints for the preceding twelve months.

4. FOR STAFF

All staff are encouraged to first of all raise the matter with Management or immediate supervisor

If that is inappropriate or unsatisfactory then they should arrange for outside consultation of, we would suggest, at least two arbitrators

Foster carers and staff must understand that if a formal complaint of abuse of a child/young person is instigated then PCC has to fully co-operate with the investigating authority, however we would provide an impartial other to the staff or foster carer to stand by them and sit with them during investigations

Should an employee fail to report an incident of abuse or suspected abuse of a child placed with foster carers, this is grounds for disciplinary proceedings

Disciplinary proceedings will take the form of:

Suspension in the case of an abuse accusation, while investigations are carried out

Verbal warning

Written Warning

Dismissal