



Complaints Policy

Review Date: Jan 2025

Next Review Date: Jan 2026

Dignified Youth Support Services | Unit 15b Private Road 2, Colwick Industrial Estate, Nottingham, NG4

07596896891

Welcome@dignifiedyss.co.uk

About

Provider Name

Dignified UK Services Ltd

Service Name

Dignified Youth Support Services

Legal Entity

Limited Company

Registered Address

Unit 15b Private Road 2, Colwick Industrial Estate, Nottingham, England. NG4 2JR

Business Phone Number

TBC

Business Web Address

www.dignifiedyss.co.uk

Registered Service Manager

TBC

Nominated Individual

Chiedu Florence Osamor

Local Authority

TBC

Ofsted Category

Supported accommodation in a shared or group living situation in premises used to accommodate only looked after children and care leavers.

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Principles

The registered person (TBC) has established a procedure for considering complaints made by or on behalf of young people.

At the request of Ofsted inspectors, the registered person must supply a statement containing a summary of any complaints made during the preceding 12 months and the action that was taken in response to each complaint or representation.

The registered person must ensure that:

- Action is taken to address all issues of concern, including any concerns or complaints from young people at Dignified Youth Support Services.
- All young people at Youth Dignified Youth Support Services know how to complain;
- All young people are enabled to make a complaint or representation and are offered suitable advice and assistance in making complaints;
- No young person at Dignified Youth Support Services will be subject to any reprisal for making a complaint or representation;
- Complaints are treated seriously and responded to clearly;
- Complainants understand what has happened as a result of their complaint;
- Proper investigations are carried out as a result of all complaints;
- Urgent action is taken to ensure that practice and/or services improve accordingly;
- A written record is made of any complaint or representation, the action taken in response to it, and the outcome of the investigation;
- Accommodating authorities are engaged as necessary during the complaints process;
- No person who is the subject of a complaint takes part in its consideration or investigation other than, if the registered person considers it appropriate, at the informal resolution stage only.
- If the complaint is in relation to the manager, the manager will take no part in the consideration of the complaint.
- A suitably qualified and experienced person who is totally independent of Dignified Youth Support Services will be appointed as Complaints Officer to deal with the complaint.

Every young person at Dignified Youth Support Services will be given access to the complaints procedure and be helped to understand how to make a complaint and how it will be dealt with. The Young Person's Guide does contain easy to understand information on how to make a complaint. Young people will know how to access an independent Advocate who can help them to raise any concerns they may have, including supporting them to make a complaint. They must also be provided with contact details for the Children's Commissioner. Important contact details are at the top of this procedure.

Dignified Youth Support Services staff will encourage young people to share any concerns about their support or other matters as soon as they arise. Young people must be able to take up issues or make a complaint with support and without any fear that this will result in any adverse consequences. Young people must be aware of this procedure and be reminded of it as necessary.

What is a Complaint?

A complaint could be about issues such as:

- An unwelcome or disputed decision;
- The quality or appropriateness of a service;
- A delay in decision making or the provision of services;
- The attitude or behaviour of staff;
- Delays in dealing with problems or resolving concerns.

This list is indicative only, and will not be used as a means of restricting matters which can be complained about.

The young person (or an adult who is complaining on their behalf) will be advised that complaints can also be directed to Ofsted, the Children's Commissioner or their social worker / accommodating authority.

Who May Make a Complaint?

Complaints under this procedure can be made by or on behalf of a young person;

- A young person living in, or who used to live in a Dignified Youth Support Services property
- A parent or support worker of the young person
- Another person acting on behalf of a young person.

Informing Young People Adults about the Complaints Procedure

Young people will be informed about the Complaints Procedures in a variety of ways, appropriate to their age and level of understanding.

This will include in the Young Person's Guide which is given to all young people during the induction. An explanation of the role of an Advocate and provide contact details for Independent Advocates who can help young people make complaints or make a complaint on their behalf is in the Young Person's Guide.

The registered person will take all reasonable steps to ensure that young people feel comfortable with the making of complaints, that they are supported to make complaints and are free from reprisals if they choose to do so.

Young people will be given any reasonable assistance they require or request, including being advised that they may ask someone else to make the complaint on their behalf.

If the young person's complaint is about their social worker, Independent Reviewing Officer, contact decisions or relates to matters contained in their support

or Placements Plans, these will be directed to their social worker and considered using the Children's Social Care Complaints Policy in the accommodating authority.

The young person's parents if appropriate and the accommodating authority must be given a copy of Dignified Youth Support Services complaints procedure.

Receiving Complaints

Complaints can be made in writing (including text or e-mail) or in person. Normally complaints will be made within 1 year from when the grounds to make the complaint arose. However, the time limit can be extended at the registered person's discretion if it is still possible to consider the complaint effectively and/or there was a legitimate reason why the complaint was not raised earlier.

When young people indicate they wish to make a complaint, the person receiving it will do what they reasonably can to resolve the issue/concern at the lowest possible level.

If it is not possible to resolve the issue at a lower level, a formal complaint will be made. No person who is the subject of a complaint will take any part in its consideration, other than at the local resolution stage (Stage 1), if appropriate.

If they wish to do so, the young person can complain to Ofsted or the accommodating authority.

If the young person is supported to make a complaint, the details of the person providing the support will be recorded.

Brief details of the receipt of all complaints must be recorded in the Complaints Log held at Dignified Youth Support Services.

Local Resolution (Stage 1)

Timescale: 10 working Days from the receipt of a Stage 1 Complaint (with the possibility of 10 further days for complex complaints or if an Advocate is required).

If comments made indicate dissatisfaction with Dignified Youth Support Services or staff, Dignified Youth Support Services or the line manager receiving the complaint will, if they have the delegated responsibility to do so, try to resolve the matter quickly. **Wherever appropriate, young people will be asked to agree to a 'local' resolution.**

In all cases where complaints are received, the registered person (**TB**) must be informed.

Where a complaint is received it will be formally acknowledged within 2 working days, and the young person will be given information on the timescale within which they will receive a response. If the complaint is made by a young person, the person receiving the complaint will check whether they have, or need, access to an Independent Advocate.

If it is possible to resolve the complaint within the required timescale, the person resolving it will do the following:

- Note the fact that a complaint has been made and resolved in the Log, record a summary of the complaint and the manner in which it was resolved in the Complaints Log (remove sensitive or personal information).
- A summary will also be placed on the young person's record and the registered person (if not already involved) will be told of the outcome.

If the matter cannot be resolved to the young person's satisfaction within 20 working days, they must be advised that they have a right to proceed to Stage Two and given assistance to do so as necessary.

Investigation (Stage 2)

Timescale: 25 working Days from the receipt of a Stage 2 Complaint.

NOTE: Any complaints made by young people must be notified to the young person's social worker, who will share this with their Independent Reviewing Officer. Matters that must be considered at this stage are:

- Stage 1 Complaints that are not resolved satisfactorily;
- Where the young person making a complaint on their behalf has requested a Stage 2 Investigation.

Stage 2 Complaints must be referred to the Designated Manager (Complaints) who will appoint an independent Investigating Officer (this must be a person who does not have line management responsibility for anyone involved in the complaint).

Before the Investigation begins the Designated Manager (Complaints) will clarify the substance of the complaint. The Designated Manager (Complaints) will attempt to resolve the matter as quickly as possible but within the timescales stated at the start of this section unless agreed in writing by the young person.

The young person will be notified of the outcome of the Investigation, preferably verbally, but always in writing. If the complaint is withheld, the young person will be asked what they would like to happen and an apology offered. Details of any remedial action undertaken will be confirmed.

Details of the outcome must be recorded in the Complaints Log, which must be countersigned by the registered person. Copies of all records and correspondence relating to the complaint will be kept as follows:

- On any relevant young person's file;
- In the Complaints File held by the registered person;
- Copy of outcome must be sent to the accommodating authority.

Review Panel (Stage 3)

A request for a Review Panel must be made within 20 days of the end of the Investigation Stage. The Panel must meet within 30 days of a request.

If dissatisfied with the outcome of a Stage 2 Investigation, the young person or person who made the complaint on their behalf may request a Stage 3 Review Panel to consider their complaint; they may also ask that their complaint be passed to the accommodating authority or Ofsted.

To instigate a Stage 3 Review Panel, the young person or person making the complaint on their behalf will notify the Designated Manager (Complaints) either verbally or in writing; the notification will be confirmed in writing explaining the process and timescales for undertaking a Stage 3 Review Panel.

The Designated Manager (Complaints) will ensure that:

- a. Senior managers and relevant social workers are notified and briefed as necessary until the matter is resolved;
- b. The complainant is clear about the process and timescales;
- c. The complainant has access to an Independent Advocate or representative;
- d. A Review Panel is established to consider the matter; the Review Panel will consist of 3

people that are independent of the matter being considered, one of the Panel members will be asked to Chair the Panel and report to the Designated Manager (Complaints) on the recommendations that are made;

- e. Necessary arrangements are made for the Panel to be convened and conducted in a fair manner;
- f. The recommendations of the Panel are properly considered, involving senior managers as necessary, and that any decisions or actions are acted upon promptly;
- g. The complainant and their advocate/representative are briefed verbally and in writing of the outcome.