



ANDERIDA ADOLESCENT CARE

COMPLAINTS POLICY – GENERAL

With any complaint, a discussion should always be held in order to try to resolve the complainant's concerns. When this is ineffective, complainants should be informed that they can register a formal complaint either internally through Anderida complaints procedure, with the placing Local Authority if relevant to a specific child or East Sussex Local Authority if relevant to the home/staff/young people in general or by contacting Ofsted (telephone 0300 1231231). The complainant can request to speak to the relevant Registered Manager or the organisations independent officer. The complainant can also request to speak to Santa Fowler, who can be contacted through Head Office.

Complaints made in-house must be given to the relevant manager and their line supervisor. The complaint must be acknowledged within 72 hours. If the manager is the subject of the complaint, a management colleague or their supervisor will undertake and investigate the complaint. The investigator will conduct their investigation within a 28-day period, after which their findings will be reported back to the complainant. Anderida will keep the complainant informed of the progress of their complaint.

The investigating officer will ensure that a record is kept of the complaint, the action taken in response and the outcome of the investigation.

Ofsted will be informed of any complaints through Reg 44 and 45 reports.

Should the complainant be unsatisfied with this response, they are able to appeal against this within a 28-day period and it will be reviewed by the board of directors, who have a further 28 days to respond. If the complainant remains unsatisfied, they may refer it on to one of the above statutory agencies.

In all circumstances we take seriously the complainants concerns and try to resolve matters in an informal and friendly manner.