



## ANDERIDA ADOLESCENT CARE

### COMPLAINTS POLICY FOR YOUNG PEOPLE

Young people need to know how they can make representations and complaints. They must also be comfortable to do so knowing that these will be investigated and that they will be informed of the outcome.

All young people are given information regarding how to raise a concern, or make a complaint on arrival, or very soon after arrival at the home. Information relating to lodging complaints with Ofsted can be found in the Young Person's Guide in the homes and on 'The Hive'. Young people must be supported to express their views, access the complaints procedure and be given information on what an advocate is and where the local advocacy services are.

When a young person raises a concern, a discussion should always be held with them in order to try to resolve their concerns.

If the young person is still concerned, they should be informed that they can register a formal complaint either internally, with their local authority, or by contacting Ofsted (telephone 0300 1231231). Mentors should encourage the young person to write down their concerns on a complaints form; it is preferable for this to be in the young person's words and handwriting. Mentors should support them in doing this, writing it on their behalf if requested to do so.

If the young person is not happy sharing their concerns with mentors or the homes manager, there is a designated independent person. Anderida's designated person is Santa Fowler (Office Manager), who can be contacted by mentors on the young person's behalf, by emailing [admin@anderidacare.co.uk](mailto:admin@anderidacare.co.uk). As the first point of contact, Santa will take full details of the complaint and investigate the matter.

Complaints made in-house must be acknowledged within 72 hours. The investigating manager, provided that they are not the subject of the complaint, will conduct their investigation within a 28-day period, after which their findings will be reported back to the complainant. Anderida will keep the young person informed of the progress of their complaint.

A full record of the complaint will be made, the actions taken in response and the outcome of the investigation. These will also be passed onto the relevant local authority Social Worker.

If the young person is unhappy with the outcome, then they have the right to express this and can ask for a review of the complaint by their local authority.

The local authority then has 10 days to acknowledge the complaint and offer an informal resolution. If the young person remains unhappy and does not accept the resolution, the complaint will go to stage 2. Officers within this team will forward the complaint to an investigation officer, who will usually be the

Head of Service of the appropriate area. Young people will receive a reply detailing the outcome of this second investigation by the twenty working day deadline.

If investigating the complaint at Stage 2 results in the complaint being unresolved. The complaint can be referred to the Local Government Ombudsman.

The Local Government Ombudsman (LGO) investigates complaints about local authorities and has its own procedure called 'Council First'. This requires complainants to go through all stages of their Council's own procedure first, except in certain circumstances. The Ombudsman will look for maladministration which is something we have done wrong or failed to do that adversely affects you.

Ofsted will be supplied with information regarding any complaints and the subsequent outcomes through the organisation's quality of care reviews (Reg 44, Reg 45).

**If the complaint is an allegation or whistleblowing issue, please refer to safeguarding and whistleblowing procedures.**