

Complaints Procedure for Parents or Guardians of children who live at Pembroke House or attend the Annex school

Purpose

This procedure outlines how parents or guardians can raise complaints regarding the care of their child living at Pembroke House or attending The Annex School, ensuring concerns are addressed promptly, fairly, and transparently.

Stage 1: Informal Resolution

1. Raising the Concern

Parents are encouraged to initially raise their concerns informally with the child's key worker or the Registered Manager of the home. This can be done verbally or in writing.

2. Acknowledgement and Discussion

The key worker or manager will acknowledge the concern within **2 working days**. A meeting or phone call will be arranged to discuss the issue and seek a resolution.

3. Resolution

Most concerns can be resolved at this stage through explanation, mediation, or small adjustments. If the parent is satisfied with the resolution, the issue is recorded as resolved.

4. Escalation

If the parent is not satisfied with the outcome, they can proceed to Stage 2: Formal Complaint.

Stage 2: Formal Complaint

1. Submitting the Complaint

The parent should submit their complaint in writing to the Registered Manager of the children's home. Include details such as:

- Nature of the complaint.
- Date and time of the incident(s).
- Names of those involved.
- Desired outcome.

2. Acknowledgement

The Registered Manager will acknowledge receipt of the complaint within **3 working days**.

3. Investigation

- An investigation will be conducted, which may include:
- Speaking to the child (if appropriate).
- Interviewing staff members involved.
- Reviewing records or policies.

4. Response

The Registered Manager will provide a written response within **10 working days**, outlining:

- The findings of the investigation.
- Actions taken or planned to address the issue.
- Options for further escalation if the parent remains dissatisfied.

Stage 3: Escalation to Senior Management

1. Request for Escalation

If the parent is unhappy with the Registered Manager's response, they can escalate the complaint to the Responsible Individual of the home.

2. Acknowledgement and Review

The complaint will be acknowledged **within 3 working days**, and a senior manager will review the case.

3. Outcome

A written response will be provided **within 10 working days**, detailing the final decision and any further actions.

Stage 4: Escalation to the Directors

1. Request for Escalation

If the parent is unhappy with the Responsible Individual's response, they can escalate the complaint to the Directors of the Company.

2. Acknowledgement and Review

The complaint will be acknowledged **within 3 working days**, and a senior manager will review the case.

3. Outcome

A written response will be provided **within 10 working days**, detailing the final decision and any further actions.

Stage 5: External Resolution

1. Referral to External Bodies

If the parent remains dissatisfied, they can escalate the complaint to external organizations, such as:

- Ofsted: The regulatory body for children's homes.
- Local Authority Designated Officer (LADO): For safeguarding concerns.
- Children's Commissioner: For broader advocacy and rights issues.

2. Contact Details for Ofsted

- Phone: 0300 123 1231
- Email: enquiries@ofsted.gov.uk
- Address: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

3. Independent Advocacy Services

Parents can seek advice or support from independent advocacy services, such as Citizens Advice or local parent advocacy groups.

General Principles

Confidentiality: Complaints will be handled with sensitivity and shared only with those involved in addressing the issue.

Transparency: Parents will be kept informed of the progress and outcome of their complaint at each stage.

Accessibility: Assistance will be provided for parents who need help submitting their complaint (e.g., due to language barriers or disabilities).

Child's Voice: The views and experiences of the child will be considered, where appropriate.

Contact Information for Complaints

Registered Manager
Antonio Palmer
01322618776
Antonio.palmer@jandrcareltd.co.uk

Responsible Individual
Eric de Mel
07869284955
ericdemel@jandrcareltd.co.uk

Director
Jane Parish
07736774491
jane@jandrcareltd.co.uk

Ofsted

- Phone: 0300 123 1231
- Email: enquiries@ofsted.gov.uk

This procedure ensures complaints are addressed respectfully and professionally, prioritizing the child's welfare and the parent's concerns.