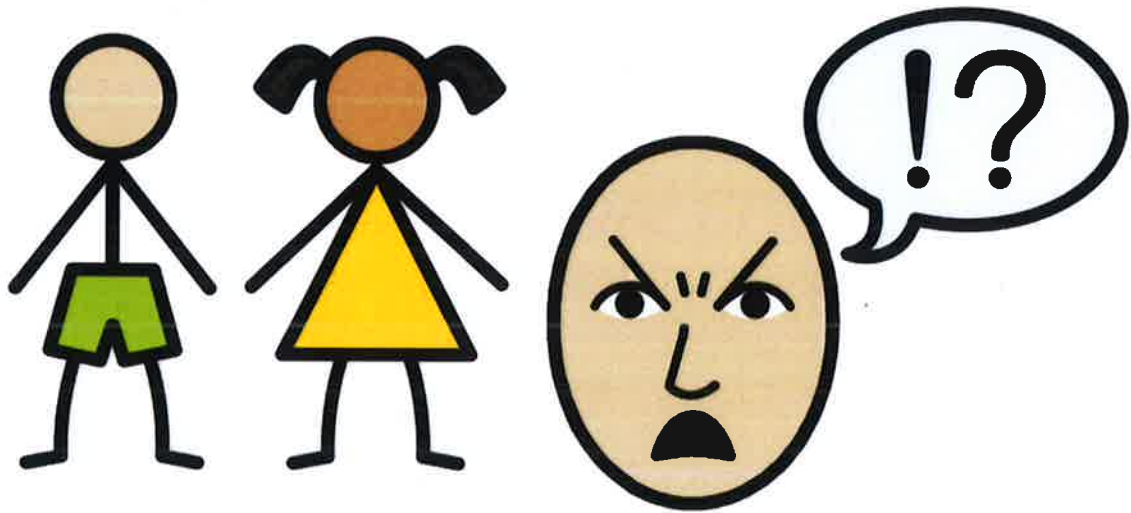


Breakaway



# Children's Complaints Policy

Adapted Breakaway Children's Complaints Policy & Procedure - May 2022

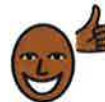
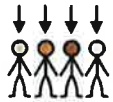




**Children's Complaints Policy and Procedure**



**AIM**



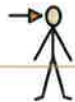
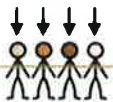
For all children who use Breakaway to enjoy positive experiences



during their stays and be happy.



**OBJECTIVES**



For all children who use Breakaway to



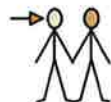
• Know it is okay to complain






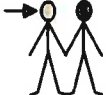



• Know it is their RIGHT to complain

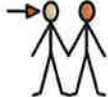



• Know they will not get into trouble for complaining

















 • Know  they  feel safe to  complain


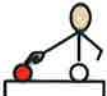


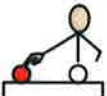



• Know  there  is  someone  they  can  ask to  help




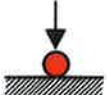




 them  complain

 **WHAT IS A COMPLAINT?** 

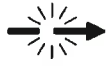
 Making a  complaint is  speaking up  about  something  you  do not like

 or something  you  are not  happy  with. It  can be  about

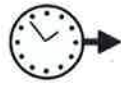
 anything  that  we  do  that  you  do not like or  about

 someone  who  works  here. If  you  make a  complaint it  can

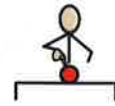
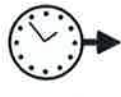
 be a good  way of  making  things  change for the  better.



**WHAT HAPPENS IF YOU MAKE A COMPLAINT**



• We will take your complaint very seriously



• We will make sure we understand what the



problem is



• We will help you get support to make your



complaint if you want us to



Voice of the Child

*Supporting Children, Strengthening Families*



•An advocate



The Voice of the child

Telephone



01183271150 / 07462200005 and an advocate will speak for



YOU and make sure YOUR views are considered

**?** **WE** **DEAL** **WITH** **YOUR** **COMPLAINT**

**1** **1.** You can speak to staff or your social worker

**2** **2.** Staff will help you write it down

**3** **+** **3.** We will tell your parents or carers and they can

**help us to understand**

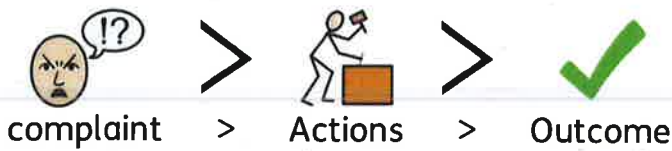
**4** **+** **4.** Home manager will look at your complaint and respond

**as quickly as possible**

**5** **5.** Home manager will keep information about your complaint

**+** **in a safe place and everything will be recorded**





6. If you are not happy with the outcome, you can contact

Ragena Khan, the Complaints Manager

7. If things do not change, you can talk to,

Ofsted Children's Rights phone 0300 123 4666

Ofsted Complaints Line phone 0300 123 4666

NSPCC helpline 0800 800 500

NYAS National Youth Advocacy Service 0808 8081 001

WE WILL HELP YOU

