



## 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, it could be talking to your social worker, a parent/carer/brother/sister, your keyworker or other staff member, a friend or an advocate
- An advocate – the voice of the child Telephone 01183 271150 / 07462200005 and an advocate will speak for YOU and make sure YOUR views are considered

### HOW WE DEAL WITH YOUR COMPLAINT

1. You can speak to staff or your Social worker
2. Staff will help you write it down.
3. We will tell your parents or carers and they can help us to understand.
4. Home manager will look at your complaint and respond as quickly as possible
5. Home manager will keep Information about your complaint in a safe place and everything will be recorded – complaint > actions > outcome
6. If you are not happy with the outcome, you can contact: **Ragena Khan, SCF's Complaints Manager.**

We will help you to receive as much support as you need and we will keep you informed of what is happening – by talking to you and writing to you

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 **0800800500**

NYAS National Youth Advocacy Service **08088081001**

Please note:

- Child friendly complaints sheet are available for you
- Complaints board with PECs can be used to complain
- Other PECs related to complaints are available in the section next to the front door
- Child friendly widget complaints policy and procedure is also placed in the section near the front door
- We take complaints very seriously
- We inform all children how to complain in the children’s monthly meetings as well
- We give a copy of complaints policy to your parents when you start accessing Breakaway

**WE WILL HELP YOU**

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