

Complaints, compliments and feedback policy and procedure

[A guide to complaints and compliments](#)

[Complaints & Compliments Form](#)

1. Purpose of this policy:

1.1 St Christopher's Fellowship aims to provide high quality services that meet the needs of children and young people. Should this not be happening we want to know so that we can address any concerns straight away. Where we are getting things right and there are elements of good practice, we will look to build on this. We understand that self-advocacy is an important life skill and strive to ensure that the process of providing feedback, whether it be complaints, criticism or general feedback (generalised as 'Feedback' for the purpose of this policy) is a positive experience for children and young people and that there will never be any reprisals for someone making a complaint.

2. Reference points- ethical and regulatory

2.1 This policy takes into consideration:

- The Children's homes (England) Regulations 2015 (in particular The children's views, wishes and feelings standard (7)and complaints and representations (39)
- Fostering Services: Regulations 2011 (in particular regulations 11 (note sure about adding Reg 11) representations and complaints (18)) and Standard 1 of the National Minimum Standards
- Isle of Man Children's Homes & Child (Secure) Accommodation Minimum Standards 2015 (in particular Standard 1 "the child's wishes and feelings and the views of those significant to them).
- Social Services for Children (Complaints) Regulations 2022
- Social Services (Complaints) Regulations 2022
- United Nations Convention on the Rights of the Child
- Social pedagogy, a core philosophy's of care and support for St Christopher's fellowship

3. The approach to complaints at St Christopher's:

3.1 We firmly believe feedback is fundamental to ensuring that children and young people who live in and use our services are getting the support that they are entitled to, want and need. When things go wrong we will always try to put things right without the need to follow a formal process, as an

organisation we strive to ensure that we provide multiple platforms for feedback from children and young people to tell us about their experience of being cared for by us. When we receive feedback we will be:

- Mindful that giving feedback can be difficult, we will be flexible and approachable in hearing complaints
- Welcoming of the feedback, curious to learn more
- Prompt in providing a response, keeping to our organisational timeframes
- Reflective and creative in our approach to hearing and acting on feedback
- Respectful to the individual providing the feedback, ensuring that they are not subject to any reprisal if making a complaint^{1 2}

4. Who are responsible for dealing with complaints at St Christopher's?

4.1 The CEO has overall responsibility for ensuring compliance with this policy and that action and learning is undertaken: He is the Complaints Responsible Person.

4.2 The following people are the complaints leads and are responsible within their geographical area for ensuring that all complaints are investigated in a timely manner and that the complainant is kept informed of the process and receive an outcome after the investigation has been completed. The Responsible Person for Complaints will ensure that the complaints leads are suitably qualified and experienced, have sufficient resources and have sufficient authority.

- UK Complaints Lead: The Quality Assurance Lead (Once Appointed)
- IoM Complaints Lead: Director of Operations IoM

5. Scope – Who is this policy applicable to?

5.1 This policy is applicable to:

- Children and young people in foster placements
- Children and young people in residential homes
- Children and young people using our community services
- Professionals who commission our services Professionals who visit our homes
- Family and friends of children and young people in our care or who use our services
- Foster carers
- Professionals who work with St Christopher's Fellowship staff

Complaints may be made by those acting on behalf of the above if they are unable to make the complaint themselves or have requested a representative

¹ Children's home regulations 2015, regulation 39, point 4

² The Fostering Services (England) Regulations 2011, regulation 18, point 4

to act for them. But such complaints will only be considered if there are grounds why a child or young person cannot make the complaint themselves.

5.2 This policy is not applicable to:

- Children and young people who have complaints about their local authority
- Foster carers who disagree with the agency decision should refer to the [Independent Review Mechanism](#)
- Staff who are dissatisfied should follow the [Grievance policy](#) available on Chrisnet
- Complaints about a fundraising service should be directed to our fundraising Complaints policy

St Christopher's complaints procedure

Please read in conjunction with local procedures where these apply

6. Sharing your compliments, complaints and comments

6.1 Compliments, complaints and comments can be made either orally or in writing. Written complaints should be sent to the relevant address in the table below. Complaints made orally will be written down by the person who received the complaint and sent to the relevant address in the table below. A copy will be given to the complainant to sign to confirm the details are correct.

	Complaints relating to Isle of Man	Complaints relating to Fundraising	Complaints relating to UK services
Email	Complaints@stchris.org.uk	fundraising@stchris.org.uk	Complaints@stchris.org.uk
Telephone	02087807800	0208 7807800	0208 7807800
In writing	The complaints officer 1 Putney High Street	Fundraising Department 1 Putney High Street	The complaints officer 1 Putney High Street

6.2 In all cases, a record of the date the correspondence is received, and a brief description of the complaint will be made.

7. Our process for dealing with your complaint

7.1 Each of our services has a local procedure for dealing with all expressions of dissatisfaction up to and including stage one.

7.2 If the complaint concerns or involves a member of staff they cannot be involved in the process or in any investigation of the complaint except at the informal stage.

Stage	Lead staff member	Response time	Administration	Type of Response
Informal/Grumble	Front line staff in discussion with team leader	24 hours	Recognising that someone is unhappy with something to do with our service, but does not necessarily want to make a complaint Refer to local policy for service expectations on recording grumbles.	Resolution reached through conversation. Individual to be reminded of the complaints procedure.
First Stage	Senior members of staff (refer to local procedure)	Immediate or within 15 (working) days	Acknowledge outcome in writing and record on Central log at Head Office. This letter should outline the process of complaints including escalation	Written response from Senior member of staff setting out nature of complaint, if it was upheld/partially upheld, investigation process, conclusions reached, any action to be taken and an apology if appropriate and escalation method.
If the complainant is not satisfied with outcome of the complaint				

Second Stage	Heads of Service or department heads	Max 15 Working Days	Record details of why complainant not happy with response at Stage one, enter on central log.	Written response from Head of Service setting out reason for second stage, if it was upheld/partially upheld, investigation process, conclusions reached, any action to be taken and an apology if appropriate. and escalation method.
If the complainant is still not satisfied with the outcome of the complaint				
Third Stage – Impartial panel	Impartial panel of unrelated managers including 1 trustee	Max 20 Working Days	Report produced and decision circulated to all those involved.	Written response from Responsible Person (CEO) setting out reason for third stage, if it was upheld/partially upheld, investigation process, conclusions reached, any action to be taken and an apology if appropriate. And the complaints option to take the complaint outside of St Christopher's.

- 7.3 At each stage (except an informal/grumble) a written acknowledgement of the complaint should be provided within 2 working days. This acknowledgement will include details of how the complaint is being handled including timeframes, the person responsible for investigating the complaint, a copy of this policy and an invitation to attend a meeting to discuss the matter further.
- 7.4 If the complaint is about a person, a copy of the complaint will be sent to them, unless the Complaints Manager feels this could prejudice the investigation.

7.5 While this process allows for 50 days for complaints to be resolved, maximum timeframe should not be met for each stage, and overall complaints should be resolved within 30 days.

8. Taking your complaint outside of St Christopher's

8.1 If you are not happy with the outcome of the decision from the internal process, you then have the right to appeal to an independent organisation.

UK Services

The Charity Commission (England and Wales)

<https://forms.charitycommission.gov.uk/raising-concerns/>

UK Semi-independent Services

Young people who live in our Semi-independent homes may complain to the **Independent Housing Ombudsman** about housing related issues.

The Ombudsman will be looking at how we have handled your complaint in relation to our policies and procedures.

The Ombudsman needs to be satisfied that we have done all we can to sort out the problem, so will not normally consider any cases where our own procedure has not been followed through to stage 3.

You can contact the Ombudsman at: Housing Ombudsman Service

Exchange Tower

Harbour Exchange Square

London

E14 9GE

Phone: 0300 111 3000

<https://www.housing-ombudsman.org.uk>

UK Children's Services

Children wishing to speak to someone anonymously about how they feel can contact ChildLine: 0800 1111

<https://www.childline.org.uk/>

Children's Commissioner for England- Help at Hand

In writing: Sanctuary Buildings

20 Great Smith Street

London

SW1P 3BT

By phone 0800 528 0731

Email: help.team@childrenscommissioner.gov.uk

Ofsted

Piccadilly Gate,
Store Street,
Manchester,
M1 2WD

enquiries@**ofsted**.gov.uk o

Telephone 0300 123 1231 to complain about a childcare provider.

IoM Services

IOM Registration and Inspection Unit

Ground Floor
St George`s Court
Hill Street

Douglas
IM1 1EF

Telephone 01624 642422

Health and Social Care Ombudsman Body

P O Box 18,

Douglas

IM99 1UT

Email us: HSCOB@gov.im

IoM Information Commissioner

Head Office

PO Box 69

Douglas

Isle of Man

IM99 1EQ

Telephone: 01624 693260

9. How St Christopher's learns from your compliments, complaints and feedback

9.1 It is important to St Christopher's that we learn from the feedback received. We will do this by:

- Addressing the issues raised in any complaints upheld and putting in place remedial action in a timely manner.
- The handling of complaints is evaluated by the Independent visits carried out in residential services.
- On a quarterly basis, the SLT review the complaints and compliments received to identify themes and patterns and put in place any changes needed.

- The Trustees receive an annual report looking at the complaints received. This report also evaluates our complaint process against the UK Housing Ombudsman self-assessment tool to ensure continuous improvement in the complaint process.
- A report on the complaints received in the IoM is provided to Manx Care on an annual basis so they can evaluate the complaints received (Stage 1 and above).

10. Training and Support

- 10.1 All staff who may need to receive a complaint will receive training on how a complaint can be made and how to record the information, the process for making a complaint, the name and contact details of the Complaints Lead.
- 10.2 Any member of staff who receives a complaint about them will be supported via the Therapeutic and Wraparound teams and have access to the BUPA Helpline.

11. Publicising information about how to make a complaint

- 11.1 Suitable information about how to make a complaint will be included in the Children's and Young People's guide and this policy will be available on request and on the website.

12. How long your information will be kept.

- 12.1 Information about complaints will be kept for 10 years.