

Complaints, compliments and feedback policy and procedure

Policy approved/reviewed: 18 March 2020

Policy review date: 18 March 2023

Relevant Director: Director of Operations UK

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 is 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 building 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) can be a positive experience for children and young people.

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
- 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. Scope –Who is this policy applicable to?

4.1 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

4.2 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 the intranet)
- 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

5. Sharing your compliments complaints and comments

	Complaints relating to Isle of Mann	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. Our process for dealing with your complaint

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

Stage	Lead staff member	Response time	Administration
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 Resolution reached through conversation. Individual to be reminded of the complaints procedure. Refer to local policy for service expectations

			on recording grumbles.
First Stage	Senior members of staff (refer to local procedure)	Immediate or written response within 5 (working or calendar) days	Acknowledge outcome in writing and record on Central log at Head Office. This letter should outline the process of complaints including escalation
If the complainant is not satisfied with outcome of the complaint			
Second Stage	Regional manager or department heads	Max 15 Working Days	Record details of why complainant not happy with response at Stage one, enter on central log and respond in writing
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.

At each stage an acknowledgement of the complaint should be provided within 2 working days

While this process allows for 40 days for complaints to be resolved, maximum timeframe should not be met for each stage, and overall complaints should be resolved within 30 days.

7. Taking your complaint outside of St Christopher's

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.

The Charity Commission (England and Wales)

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

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>

Information Commissioners Office

0303 123 1113

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

IOM Registration and Inspection Unit

Ground Floor

St George`s Court

Hill Street

Douglas

IM1 1EF

Telephone 01624 642422

Ofsted

Piccadilly Gate, Store Street, Manchester, M1 2WD

enquiries@ofsted.gov.uk or 0300 123 1231 to complain about a childcare provider.

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

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