



COMPLIMENTS, WORRIES, COMPLAINTS AND APPEALS POLICY

DATE APPROVED	July 2024	DATE OF NEXT REVIEW	July 2025
POLICY OWNER(S)	Director of Learning		
APPROVED BY	Board of Trustees		
DESIGNATION	Centre-wide		

Purpose of policy	To set out details of the processes for compliments, worries, and complaints to be made and appeals
Intended audience	All staff
Links to other policies	Equality, Equity, Diversity and Inclusion Data Protection Policy Fundraising Policy
Date first created:	June 2022

1. Compliments and Complaints

- 1.1. St Elizabeth's Centre (the 'Charity') works with hundreds of individuals and organisations each week. We seek to provide the best possible level of services. The feedback we receive from children, young people, adults, parents and guardians shows a high level of satisfaction with the way we work and the services we provide. However, sometimes we do not always handle matters as well as we should and we are always looking at ways to improve upon what we do.
- 1.2. We positively welcome suggestions for improvement and changes so we can stay at the forefront of service provision. By encouraging people to make compliments, observations and raise worries or complaints we can find out how to put things right and continue to improve.
- 1.3. This policy sets out how we deal with compliments and complaints about the services we provide. Our separate Fundraising Policy sets out how we deal with complaints made about our fundraising activities.

2. Compliments

- 2.1. We see a compliment as a positive comment or feedback on a service we have provided or an interaction with you.
- 2.2. If you have a compliment about any of our services, please let us know (the contact details are at the end of this document). It is important to know when things are going well so that we can reinforce and build upon such work.

3. Worries

- 3.1. Perhaps you are unhappy about something but don't really want to make a complaint; it might be something small, but we still take such feedback seriously. If you want to raise a worry about our service, then you can do so without having to make it into a formal complaint. This will help us put things right where necessary and improve your satisfaction with the service that we provide to you. You can raise a worry, verbally or in writing, and we will try to respond to you within the same timescale that we use for formal complaints. Don't worry about raising a worry or complaint; we will not treat you less favourably as a result.

4. What is a Complaint?

- 4.1. We see a complaint as any expression of dissatisfaction about the standard of service, actions or lack of action by us, or our staff or contractors, where our initial response to

the problem has not proven satisfactory. (Many issues can result from a simple misunderstanding and once explained or clarified need not develop into a complaint).

- 4.2. We do not consider a query or a request for a service, or a problem arising between service users, as a complaint unless you then have reason to complain about the way we are dealing with the situation.
- 4.3. We cannot respond to anonymous complaints but we can use all your comments and feedback to help influence and improve our services.
- 4.4. We cannot deal with complaints that have or are being or are likely to be dealt with by legal proceedings, contractual processes or third parties. Where possible or necessary we will refer you to an appropriate alternative organisation to deal with your complaint.
- 4.5. We have accessible resources and strategies for our children, young people and adults who may wish to raise a worry or complaint themselves. Further details are set out in section 6.

5. How do I complain?

You can make a comment or complaint verbally or in writing. Please tell us about the issue within 3 months of the difficulty arising or event occurring, so that we can investigate whilst memories are fresh. We have set out contact details you need for addressing your complaint to the Charity at the end of this document.

5.1. Stage One – Initial Complaint about our services

In the first instance please try to resolve the issue with the member of staff you are dealing with. Make it clear you are unhappy with their response and we will treat the matter as a complaint. A complaint at this stage may be made over the phone or face to face but is best put in writing. We will record and acknowledge your complaint within 5 working days and confirm who is dealing with it. The contact details you need are in section 8 of this policy.

We will inform the appropriate regulatory body of any serious complaint and make any other notifications we are required to, depending on the service the complaint relates to. We will respond in writing within three weeks of receiving your complaint. At any stage in the process we may seek to convene a resolution meeting to deal with the matter informally where appropriate. If we have not completed our investigation within 3 weeks we will write to you at least every four weeks after that to keep you informed of progress.

If the matter is not dealt with in a timely manner nor to your satisfaction then you should let the person involved know that you wish to take the complaint further, to stage two of our procedure.

5.2. Stage Two – if you are still unhappy

If you remain dissatisfied with our response under stage one, then we will refer your complaint to the Director of the relevant service. You must let us know that you want us to refer your complaint further within one month of receiving the stage one response. At this stage your complaint should be in writing, giving reasons for your continuing dissatisfaction. We will acknowledge your complaint within 5 working days of its receipt. We will record your issues as a Stage Two complaint and try to respond within 3 weeks or keep you informed of progress at regular 4 weekly intervals if the investigations take longer.

5.3. Stage Three

You can appeal further against a Stage Two decision in writing, stating the reasons for your appeal, to the Chief Executive at the Charity who will investigate and respond using the same timetables as apply to Stage Two.

5.4. Stage Four - Appeal

If you remain unhappy with the outcome of Stage Three you can make a further appeal as follows:

- **School:** to the School Governors within one month of receipt the Chief Executive's decision. You should give the reasons for your appeal in writing and address your letter to the Chief Executive who will arrange for the Governors to conduct a review of the case within a reasonable period of time. We will let you know the outcome of their review within 10 days of their considering your appeal.
- **College:** to the Governors within one month of receipt the Chief Executive's decision. You should give the reasons for your appeal in writing and address your letter to the Chief Executive who will arrange for the Governors to conduct a review of the case within a reasonable period of time. We will let you know the outcome of their review within 10 days of their considering your appeal.
- **Childrens' Home, Supported Living and Day Opportunities:** to the Trustees of the Charity within one month of receipt the Chief Executive's decision. You should give the reasons for your appeal in writing and address your letter to the Chief Executive who will arrange for the Governors to conduct a review of the case within a reasonable period of time. We will let you know the outcome of their review within 10 days of their considering your appeal.

5.5. Stage Five

If you have exhausted the Charity's complaints procedure up to and including Stage Four and you remain unhappy with the decision then Ofsted, CQC and/or the DfE will

also look at formal complaints if you are unhappy with our response (their contact details are at the end of this document). This option is open to you at any stage of our procedure. We will always copy any serious complaints, together with our response, to the relevant regulatory body in addition to complying with any other notification requirements by the placing Local Authority or DfE as appropriate. They will often want to know that our own procedures up to and including Stage Four, have been exhausted before conducting their own enquiries.

6. Unreasonable Behaviour or Demands

6.1. In the case of any unacceptable behaviour towards staff, a complainant putting unreasonable demands on the service to the disadvantage of others, or persistence in repeatedly raising the same issue or multiple issues taking up a disproportionate or unreasonable amount of time and resources, the Chief Executive may decide to restrict complainant contact with the service concerned or with staff. We will notify individual complainants in writing, with reasons, about any such temporary or permanent restrictions.

7. Children, Young People and Adult Views and Feedback

7.1. To ensure the voice of our children and vulnerable adults are at the heart of our services we provide accessible resources to enable them to raise a compliment, worry, complaint or grumble. This will include an easy read version of this policy, visual grumbles form, and posters of staff they may want to speak to about a compliment, worry, complaint or grumble. We will also help the children, young people and adults to access the complaints procedures of their placing Local Authority, and, where appropriate, support from an independent external advocate, if required.

7.2. If the child or vulnerable adult makes a complaint and it is not satisfied with the response a four stage process consistent with this policy will be followed by the Charity.

7.3. We encourage all our children, young people and adults to feedback to us through a range of methods, including but not limited to:

- Satisfaction surveys
- House/bungalow meetings
- Forums
- During reviews
- Learning

7.4. All feedback is important to us and helps inform our service improvement. We ensure that data from feedback is reported on to our governance committees and regulatory bodies.

7.5. Our easy read/visual of this policy is provided in Appendix 1.

7.6. The 'grumbles' form is provided in Appendix 2.

7.7. Each area of our service has a timescale in place to address any form of feedback, compliment, comment, worry or complaint from children, young people and adults. We respond to grumbles within 24 hours.

8. Policy Review

8.1. We will review this policy at least once a year and otherwise as required to ensure that it remains up-to-date and fit for purpose. All questions, concerns, and other feedback relating to this policy should be communicated to the Executive Team in the first instance.

9. Contact Details

9.1. In the event you have a miscellaneous concern or general complaint you may refer it to any of the services listed on the following page who will review and signpost accordingly.

9.2. If your complaint is in relation to the service lead, then you should raise the complaint at the next stage level.

<p>Complaints to School Head Teacher St Elizabeth's School South End Much Hadham Hertfordshire, SG10 6EW Tel: 01279 844298 Email: Lisa.Tooley@stelizabeths.org.uk</p>	<p>Complaints to Children's Home Head of Children's Services St Elizabeth's Centre South End Much Hadham Hertfordshire, SG10 6EW Tel: 01279 844378 Email: Amaka.Richard-Tella@stelizabeths.org.uk</p>
<p>Complaints to College Deputy Head of College St Elizabeth's Centre South End Much Hadham Hertfordshire, SG10 6EW Tel: 01279 843478 Email: Vicki.Ingram@stelizabeths.org.uk</p>	<p>Complaints to Supported Living Assistant Director St Elizabeth's Centre South End Much Hadham Hertfordshire, SG10 6EW Tel: 01279 844422 Email: Jenny.Green@stelizabeths.org.uk</p>
<p>Complaints to Day Opportunities Community Learning Manager St Elizabeth's Centre South End Much Hadham Hertfordshire, SG10 6EW Tel: 01279 844252 Email: Allison.Hill@stelizabeths.org.uk</p>	<p>Complaints to Windhill Deputy Registered Manager 25 Windhill Bishop's Stortford Hertfordshire CM23 2GE Tel: 01279 755099 Email: Helen.Taylor@stelizabeths.org.uk</p>
<p>Complaints to Health and Therapy Head of Therapy St. Elizabeth's Centre South End Much Hadham Hertfordshire, SG10 6EW Tel: 01279 844453 Email: Emma.Jarvis@stelizabeths.org.uk</p>	

9.3. If you would like to escalate your complaint to Ofsted, CQC and/or the DfE their contact details are:

<p>Complaints to Ofsted</p> <p>Enquiries National Business Unit Ofsted 5th, 6th and 7th Floors Piccadilly Gate Store Street Manchester, M1 2WD Tel: 0300 1234 234 Email: enquires@ofsted.gov.uk http://live.ofsted.gov.uk/onlinecomplaints</p>	<p>Complaints to CQC</p> <p>Citygate Gallowgate Newcastle upon Tyne NE1 4PA Tel: 03000 616161 Email: enquiries@cqc.org.uk</p>
<p>Complaints to the DfE: https://www.gov.uk/complain-to-dfe</p> <p>After you have submitted an online enquiry you are then able to write to: Ministerial and Public Communication Division Department for Education Piccadilly Gate Store Street Manchester, M1 2WD</p>	

Whistle-blowing?

Tel: Ofsted Hotline at 0300 123 3155 or email: whistleblowing@ofsted.gov.uk

Tel: CQC at 03000616161 or email: enquiries@cqc.org.uk

Appendix 1

Compliments, Worries, Complaints and Appeals Policy for People We Support



Easy Read

You can speak to your staff at any time about:



A compliment



A complaint



A worry



or a grumble .

If you don't want to speak to the staff,

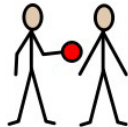


you can



speak

to

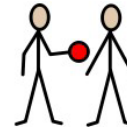


your



family

or



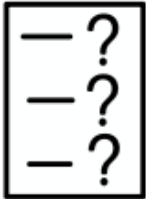

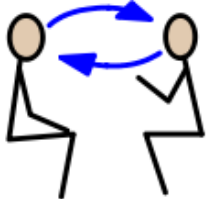


your



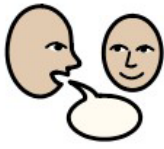
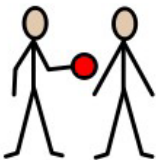

advocate.

They can help you to share what you think.



You can also tell us what you think about St Elizabeth's in the following ways:

 <p>A survey</p>	 <p>At reviews</p>
 <p>Forums</p>	 <p>Learning</p>
 <p>Bungalow/House meetings</p>	



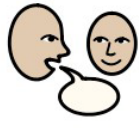


You can make a complaint by....

- 




Talking to your staff


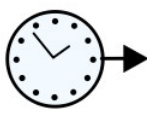

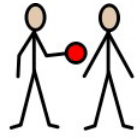


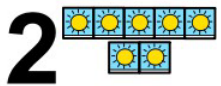
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Writing it down

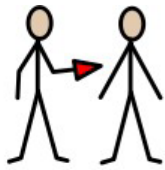
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Asking someone else to tell us what's wrong

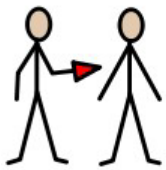
When we receive a complaint we will make sure that we explain what we're going to do to put it right. 

 We will respond to your complaint in 2 weeks.



If you're unhappy with the outcome,



you have a right to appeal.

This means you can keep talking to us until you are happy that we have put things right.

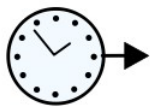


You can do this by following the same steps as before; talking to staff, writing it down or asking someone else to tell us.

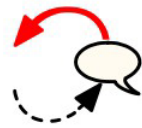
If you are unhappy about something but don't want to make a complaint, you can fill in a grumbles form.



We



will



respond

to



your



grumble



in



24 hours.

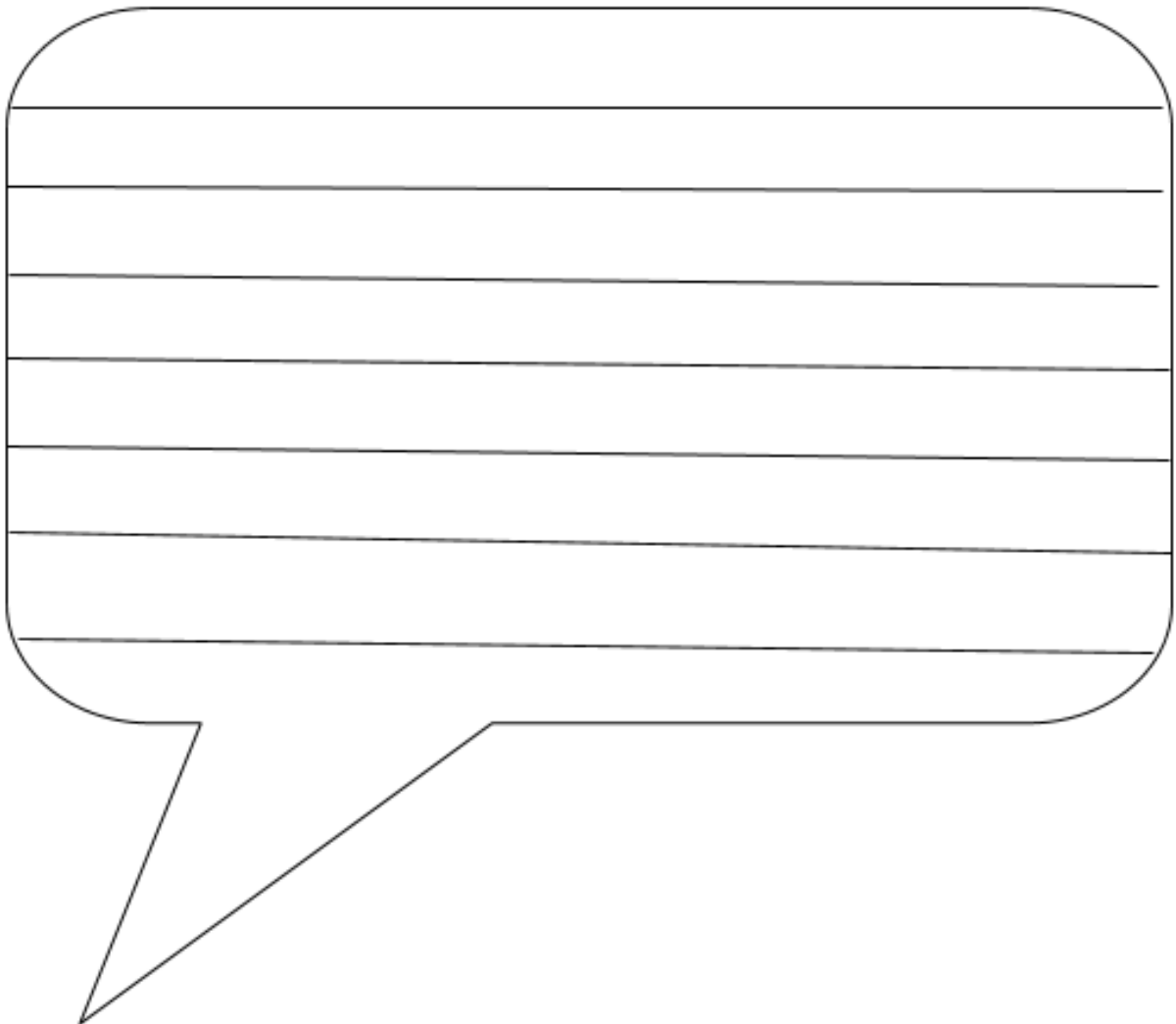
We will do our best to make sure you feel satisfied with the result and feel happy about the service you are receiving.

Appendix 2



MY GRUMBLE

Tell us about your grumble in your own words. You can ask a staff member to help you.



Someone will talk to you about your grumble within 24 hours.

Name

Date

Response to Grumble

Staff Member

Date

Discussion with Individual – (key points)

-
-
-
-
-
-
-
-
-
-
-
-

Action Taken

Outcome

Date Grumble Closed