

## Key Direction's Policy

<b>Policy Name</b>	<b>Compliments, Worries and Complaints Policy and Procedure</b>
<b>Date approved by the Board:</b>	<b>January 2020</b>
<b>Date Reviewed:</b>	<b>June 2020</b>
<b>Date of Next Review:</b>	<b>June 2021</b>
<b>Compliance Lead:</b>	<b>Director of Operations</b>

### 1. Guidelines relating to Compliments, Worries and Complaints Procedure

- Key Directions has an open access policy and regards the implementation of its complaints procedure as a means to improving the services for its young people, their families and Placing Authorities. We will not always get everything right, however, we welcome the opportunity to address any worries or concerns you have at an early stage - contact us, talk about your concerns.

### 2. Key Directions' Compliments, Worries and Complaints Procedure provides:

- A route for children and young people, staff, family members and other professionals involved with the young people to make both minor and major complaints.
- An opportunity to resolve the complaint informally at an early stage.
- A time scaled formal procedure to follow if complaints are not resolved at the informal stage.
- Contact details of the Ombudsman.
- Written records at each stage of the process.
- Instructions for staff on procedures to follow in the event of a complaint.
- To assist you or your young person in making any concern or complaint known to us, we suggest you use the following procedure. However, please be assured that you may speak with whoever you feel most comfortable.
- A young person is entitled to have an advocate at any stage of the complaints procedure. This can be a parent or family member acting on behalf of the young person, the young person's Social Worker or someone from an independent advocacy agency (e.g. Voice) or any other person who is suitably skilled.
- A written record and log is kept of all formal complaints, which indicates whether they were resolved.

- We also record any actions taken as a result of formal complaints, whether or not the complaint is upheld. It is important for us to learn from experience so that we can prevent other families, young people and professionals involved from experiencing the same problems in future.

## STAGE 1 - Informal Complaint

An 'Informal Complaint' does not mean it is any less a complaint. The vast majority of complaints can be addressed and resolved at this stage. Our aim is to respond and treat your complaint with respect within 3 days and to look for a positive and successful outcome. An informal complaint can be through discussion or in writing.

- Raise the concern, problem or complaint with the Keyworker, Manager or any other member of Key Directions' staff.
- If you are not satisfied with the response or if you prefer, perhaps because of the nature of the concern, directly contact a member of the Senior Leadership Team.
- If your concern has not been resolved to your satisfaction, contact any member of the Senior Leadership Team.
- If your complaint is about a Manager, then contact our Complaints Officer who will arrange for an appropriate person to contact you directly (email: [info@keydirections.co.uk](mailto:info@keydirections.co.uk)).
- If your complaint is about a senior manager, please contact the Chief Executive and Chair of the Board of Directors (email: [complaints@keydirections.co.uk](mailto:complaints@keydirections.co.uk)).

We will try to address and resolve your complaint through informal means such as discussion, negotiation and mediation. We will keep a written record of your complaint, called a Worry or Concern and, the agreed action and the outcome. We will keep you updated and informed of the progress of the complaint.

Any staff member receiving any informal complaint or formal complaint are required to inform their line manager and inform them again if the complainant is not satisfied with the action taken and outcome(s).

It is hoped that most concerns and complaints can be resolved at this stage.

## **STAGE 2 - Make a Formal Complaint**

If you feel your complaint has not been satisfactorily resolved, or your complaint is very serious in nature and you do not wish to use Stage 1, you should consider making a formal complaint to Key Directions.

**All formal complaints need to be expressed in writing (a form is attached to this policy to assist you with this) and forwarded to:**

The Complaints Officer  
Key Directions Group  
Aizlewood's Mill  
Nursery Street  
Sheffield  
South Yorkshire  
S3 8GG

**Tel No:** 01142 281 262

**Email:** [complaints@keydirections.co.uk](mailto:complaints@keydirections.co.uk)

- Receipt of your formal complaint will be acknowledged by Key Directions within 7 working days, either in writing or through direct contact.
- An investigating manager will be appointed to oversee the investigation of any formal complaint. The investigating manager will not have been involved in any aspect of the complaint.
- You will be kept informed of the progress of the complaint.
- A report of the investigation will be completed by the investigating manager.
- The reports will then be presented to an adjudicator (a member of our Senior Team) who will hear the findings and outcome of the complaint and identify any subsequent action plan.
- The outcome and response of this adjudication meeting will then be forwarded to the complainant with copies of the investigation reports. Due to the nature of the working hours of parties involved and their availability, we aim to resolve all complaints within 30 days of receipt, however, if it looks like we may go beyond the 30 days we will inform you of this with a revised date and an explanation of why (the appointment of investigating managers is allocated in this time).

### **STAGE 3 - Appealing the Outcome of an Investigation**

If you are not satisfied with the result of stage 2, you can ask for a review of your Formal Complaint and its outcome. At this stage, your complaint will be put before a panel. This panel will be appointed by the Board of Directors and will consist of at least three people who were not involved in the matters detailed in the complaint and at least one of the panel members will be independent of the Key Directions. The panel can be drawn from the following sources as appropriate, with the key factor for each of them being their independence from the matters detailed in the complaint: a senior person from Key Directions, a representative from a Local Authority Social Services, an independently appointed and neutral person.

Parents/Young people/Stakeholders have the right to be present at this Panel Review and to be accompanied by a representative if they wish.

This independent panel can make findings and recommendations. A copy of the findings and recommendations is provided to the complainant and where relevant feedback given in the most appropriate way to the person complained about.

A copy of these findings and recommendations is stored securely. A copy of these findings and/ or investigation notes will be available by Key Directions at their premises for inspection by the Board of Directors.

A written record of all complaints made, whether resolved formally or informally, and actions taken by the organisation as a result of these complaints will be kept by Key Directions. A six-month review of the actions will be made and a record of this review stored on the original complaint.

This record will be kept confidential except when required by a regulator should they exist.

**If you feel Key Directions has not satisfactorily resolved your complaint, then you have a right to complain directly to any of the following agencies:**

**Children's Commissioner for England  
Sanctuary Buildings  
20 Great Smith Street  
London  
SW1P 3BT**

## Formal Complaint Procedure Form

Your Name			
Address			
Tel:		Email:	
Relationship to young person		Name of young person	
Nature of the complaint			
What have you done to try and resolve the problem?			
What would you like to see happen as a result of making this complaint?			
I require an interpreter/special support	YES / NO		
I require the support of an advocate	YES / NO		
If you require an advocate please indicate if you already have one and give their name and contact details			
Signature of complainant			
Date complaint made			
<p>Please send this form in an envelope marked 'PRIVATE AND CONFIDENTIAL' and addressed to the Complaints Officer, Key Directions Group, Aizlewood's Mill, Nursery Street, Sheffield, South Yorkshire, S3 8GG  Alternatively you can email to: <a href="mailto:complaints@keydirections.co.uk">complaints@keydirections.co.uk</a></p>			

## Compliments Policy

The purpose of this Compliments Policy is to ensure that compliments received from young people, staff and stakeholders are properly recorded, acknowledged (where appropriate) and conveyed to the individuals being thanked and to all other staff.

Compliments will be regularly analysed so that areas for improvement and potential good practice can be identified and used to promote best practice.

Compliments and expressions of appreciation are valuable in monitoring the effectiveness of the service being offered by Key Directions and can provide useful examples of good practice which can be shared throughout the organisation to encourage our staff to continue to provide and improve on excellent service to users.

Key Directions is committed to providing the best possible service that it can and we encourage positive feedback from our young people and staff. We have developed this policy to explain our approach to handling compliments.

### What is a Compliment?

A compliment is an expression of satisfaction with a service made by an individual about the service received from Key Directions. A compliment may be made in relation to an individual, a team or Key Directions as a whole.

The compliment can be from any individual who engages a service or is in receipt of a service from Key Directions.

### How can a Compliment be given?

An individual wishing to make a compliment can do so either:

- a. In person when visiting Key Directions
- b. By phone
- c. By e-mail to: [info@keydirections.co.uk](mailto:info@keydirections.co.uk)
- b. By letter
- c. By completing the compliments form

The compliment will then be passed on to the relevant member of staff within 3 working days along with their line manager.

Key Directions is committed to continuous improvement in service delivery and as part of this commitment an annual monitoring report will be prepared for senior management scrutiny.

## Compliment Form

Your name	
Your contact details	
Would you like a reply	YES / NO
Employees Name (if applicable that you would like to compliment)	
Subject Area	
Your comments	

**THANK YOU FOR YOUR FEEDBACK**

## How to complain

If I am unhappy at Key Directions for whatever reason I should be able to sort things out. To complain or not to complain? That is the question. Here is what should be the answer:

1. Try and sort things out with the person directly.
2. Not happy, please mention this to a member of staff or your key worker and they can support you in completing a complaints form that will be dealt with through Key Direction's formal complaints procedure.
3. Okay, still not working? You can contact the following:

- Child Line 0800 1111
- NSPCC Helpline 0800 800 5000
- Board of Directors for Key Directions 01142 821 262
- Children's Commissioner for England 0800 528 0731  
Sanctuary Buildings  
20 Great Smith Street  
London  
SW1P 3BT

[info@childrenscommissioner.gov.uk](mailto:info@childrenscommissioner.gov.uk)

**REMEMBER AT ANY STAGE BEFORE, DURING OR AFTER MAKING  
A COMPLAINT SOMEBODY WILL ALWAYS BE THERE TO LISTEN TO  
YOU AND HEAR YOU, NOT TO JUDGE YOU.**