

Representation and Complaints Procedure

September 2017

Statement

Break Family Centre is committed to providing a range of high quality support services to children and their families. We actively encourage feedback regarding the quality of the services that we provide and any improvements that can be made. Break Family Centre is committed to resolving disagreements and concerns at an informal level wherever possible, initially in discussion with the parties concerned. Any complaint received by Break Family Centre from a service user or other interested party will be taken seriously and investigated without delay. There are no restrictions regarding what an individual may complain about and there are no restrictions as to who may make a complaint. Any person subject to the complaint is precluded from taking responsibility for or responding to the complaint.

All complaints, allegations and concerns expressed about a member of staff's conduct must be referred to the Local Authority Designated Officer (LADO) for the local authority area in which the service is located.

Procedure

All Break Family service users (therapeutic, contact and family support) are made aware of our complaints procedure when they first start using our services. The complaints procedure is made accessible, wherever possible, to people with different communication methods. Our compliments and complaints leaflets are readily available to individuals using our services. Professionals commissioning our services are also able to make complaints via our compliments and complaints leaflets available from Head Office.

Break Family Centre's aim is to investigate and respond to any complaint within 28 days, there must be exceptional and unavoidable reasons for a complaint investigation to take longer than this period of time. Any complaint received will be investigated by the Manager Joanne Shepherd or Deputy Manager Emma Markworth. It is expected that wherever possible a Restorative Approach will be adopted in dealing with the complaint

If the complainant is unhappy with the outcome of their complaint then the Operations Manager for that service will investigate. If the complaint relates to the Manager or Deputy Manager then the Operations Manager for that service will investigate the complaint. If the complainant is unhappy with the outcome of their complaint in this circumstance then the next most senior manager will investigate.

At the completion of the investigation, the investigating officer must notify the complainant of the outcome of the complaint in writing.

Operations Managers, Break Directors and the CEO can be contacted on Tel: 01603 670100.

Service users are not obliged to use Break's complaints procedure and may complain to their own placing authority or the external regulators of our services. Placing social workers for individuals who live outside of Norfolk are responsible for providing contact details for the Complaints Officer in their own Local Authority.

Contact details for external bodies that will investigate complaints are:

**Customer Rights
Suffolk County Council
Endeavour House
8 Russell Road
Ipswich
Suffolk
IP1 2BX**

Tel: 01473 260711

Email: customerrights@suffolk.gov.uk

**Norfolk County Council
Complaints and Compliments Team
County Hall
Martineau Lane
Norwich
Norfolk
NR1 2DH**

Tel: 0344 800 8020

On-line:

http://www.norfolk.gov.uk/Council_and_democracy/Interact_with_us/Compliments_and_complaints/index.htm

**Cambridgeshire County Council
Children's Social Care Complaints
Freepost
Shire Hall
Cambridge
Cambridgeshire
CB3 0AP**

Tel: Customer Care Manager – 0345 045 5203

Text: 0779 509 2404

On-Line:

https://www.cambridgeshire.gov.uk/site/xfp/scripts/xforms_form.aspx?formID=121&language=en

**Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD**

Tel: 0300 123 1231

Fax: 0300 123 3159

Email: enquiries@ofsted.gov.uk

Children and young people who are placed away from home or who receive social care can contact the Children's Commissioner for advice and assistance.

Tel: 0800 528 0731

Email: advice.team@childrenscommissioner.gsi.gov.uk

If the Complaint is not satisfactorily resolved the complainant may, depending on the nature of that complaint, have the right to contact the Local Government Ombudsman.

Tel: 0300 061 0614

On-Line: <http://www.lgo.org.uk/making-a-complaint/>

All staff working in any of Break's services will be given guidance and training in how to deal with complaints. This will be part of their induction within the first six weeks of employment.

The Manager and Independent Visitor for each service will maintain regular oversight of Complaints Log.

A written summary of all complaints and their outcomes must be sent to Break's CEO on satisfactory resolution of the complaint. The CEO is responsible for holding the central log of complaints for all care services.