



Overley Hall
Wellingtonia

Complaints Policy and Procedure

Policy Reviewer	Steve Butler	Date of Review	07.03.24
Agreed and accepted	Anna Davies	Date of next Review	96.03.25

1 Definition:

1.1 Overley Hall defines a complaint as "any communication received by the management either in writing, or by telephone or in person, which expresses dissatisfaction about any aspect of Overley Hall, the standard of service, or actions or lack of actions by Overley Hall or its staff

2.0 Aim:

2.1 In order to ensure that Overley Hall maintains very high standards of its staff and pupils, complaints and concerns are looked upon as an opportunity to learn, adapt, improve and provide better services.

2.2 Overley Hall ensures complaints will be dealt with properly and taken seriously according to agreed procedures. It is hoped that most complaints, if dealt with early, openly, impartially and honestly can be settled at a local level between the complainant and Overley Hall within 28 days. If for any reason this fails due to either Overley Hall or the complainant being dissatisfied with the result, the complainant has the right to take their complaint through the formal complaints procedures and if still unhappy with the outcome then should raise the complaint with **Ofsted 0300 1231231**

3.0 Objectives:

3.1 To be compliant with Regulations 39, 38(6), 7 (2) (b) of the Quality standards 2015 4.1 and 4.25. Education (Independent School Standards) (England) Regulations 2010, Schedule 1, Part 7, paragraph 25.

3.2 To apply the complaints procedure fairly to ensure complaints are heard/listened to and investigated impartially and acted on as appropriate.

3.3 To listen to and respect the complaints/concerns made by young People residing at Overley Hall. Every young person at Overley Hall who wishes to make a complaint or express a concern are able to do so. Overley Hall has adapted the complaints procedure for the young people such as “Help” signs and the therapy team have devised a folder that can be used alongside the talking Matts to allow the children who are unable to verbally communicate a voice. This takes into consideration their needs and communication difficulties. Young people can also contact Childline on 0800 11 11

3.4 To listen to and respect the complaints/concerns made by parents/guardians/stakeholders/community representatives

3.5 To listen to and respect the complaints/concerns made by staff working at Overley Hall.

3.6 To ensure that any one person (including children/young people) making a complaint is not subject to reprisals as a result of any complaint made by them.

3.7 There are no restrictions imposed on what may be complained about

3.8 If it is deemed necessary information may be shared with interested parties i.e. safeguarding

4. **What is a complaint?**

4.1 Overley Hall considers a complaint principally to be an expression of grievance or dissatisfaction that is received from either young people, parents/guardians, members of the public or staff regarding: -

4.2a Action taken by or on behalf of Overley Hall.

4.2b Failure by Overley Hall or its staff to respond to a reported problem.

4.2c Concerns about our level of service or standards

4.2d A failure to provide information or give the correct information

4.2e A failure to follow the Overley Hall's agreed policies and procedures

4.2f The absence of agreed procedures

4.2g The behaviour of members of staff or people contracted by the company around the building

4.2i Concerns about a particular policy decision.

4.3 It is acknowledged that many complaints will be made informally and can be dealt with informally, though every complaint should be recorded with the outcomes stated. The young people should always be given the opportunity and enabled through, the complaints procedure adapted specifically for them, to make a formal complaint if they consider it to be sufficiently serious or they consider they are not being taken seriously, or a previous complaint is not being dealt with to their satisfaction. Where appropriate formal complaints may be made verbally to a senior person or in writing and the procedures and actions should be fully documented in all cases

4.4 It must be remembered that although our young people at Overley Hall have the right to make a complaint, they may find this difficult due to their severe learning difficulties. It is up to us, as a staff team, to enable them, where possible, to voice this right, and where possible and appropriate with their permission.

4.5 The young people will be given information on how they may complain, in a format appropriate to their needs and communication skills, it is however important that people can make complaints and voice concerns on their behalf, given these difficulties. These people would include; staff members, where appropriate family members and significant and independent visitors, who should be aware of how a complaint or concern should be made. If necessary and where appropriate an Advocate may be accessed.

4.6 Overley Hall has a process which keeps a written record of the person/ persons making the complaint, date and nature of the complaint, action taken and the outcome of the complaint, whether it preceded to a panel hearing. The young person also has the right to access the complaint procedure of their placing authority

4.7 Where a complaint is made against the Registered Provider/Manager of the home or school, this must be put to another member of the Senior Management Team and dealt with accordingly by them keeping all parties informed.

4.8 If any of these complaints involve child protection issues then the local children's safeguarding team (Family Connect) must be informed, who will make their own enquiries (01952-385385).

4.9 The Company's Whistle Blowing Policy and Procedure may need to be instigated for Complaints of a serious nature.

4.10 All documentation relating to complaints remains confidential and is stored in a locked cupboard in the main office.

5.0 COMPLAINTS PROCEDURE

The procedure below will detail the process for making a complaint and how the complaint will be dealt with:

5.1 How to make a complaint

5.2 A parent or member of the public can make their complaint in the first instance either verbally or in writing to a member of the Senior Management Team.

5.3 Staff members who wish to make a complaint may do so either verbally or in writing to their line Manager. To deal with a grievance please follow the grievance procedure, which can be found in the staff handbook.

5.4 If a young person would like to make a complaint, they made so with the support of parents, guardians, advocates or staff, there is a “communicate in print” version to aid this process.

5.5 The Company, if asked, will help anyone who would like assistance to set out their complaint including access to translation services where necessary.

6.0 How are complaints dealt with?

6.1 It is hoped that the majority of complaints can be resolved informally by raising them verbally, in person or on the telephone, or by putting them in writing, given or sent to Overley Hall, when they can be discussed there and then or at a mutually

agreed time and a satisfactory explanation given or resolution speedily implemented.

6.2 Complaints that cannot be resolved informally will be dealt as follows:

If the complaint raises potentially serious matters, advice will be sought from a legal advisor. If legal action is taken at this stage any investigation under the complaints procedure will cease immediately pending the outcome of the legal intervention.

6.2a. Immediately on receipt of the complaint the organisation will launch an investigation and within twenty eight days Overley Hall should be in a position to provide a full explanation to the complainant, either in writing or by arranging a meeting with the individuals concerned.

6.2b A full response will be sent within twenty eight days, or if a complete answer still cannot be given, the complainant will be told what is being done to investigate the complaint and how long this will take.

6.2c The complainant will be told if their complaint has to be dealt with under a separate procedure e.g. sometimes a person may write a complaint and its content may be better dealt with as a grievance, so the grievance policy would be followed.

7.0. Where to go if not satisfied with the outcome?

7.1 Complainants not satisfied with the outcome of their complaint dealt with by a member of the Senior Management Team should write to: -

Mrs. Anita Brown – Proprietor

7.2 Who will appoint three people who have not been directly involved in the matters detailed in the complaint, to review the issue, one of the panel will be independent of the management and running of Overley Hall.

Complainants may attend the panel hearing and be accompanied if they wish

7.3 The panel will produce findings and recommendations that will be provided to the complainant and, where relevant, the person complained about. These findings and recommendations will be available for inspection on the premises by the Proprietor and Senior Management Team.

7.4 Even at this stage there is provision within the policy for the complaint to be tried to be resolved informally and the Senior Manager may choose to try to do so in the first instance before formal referral to the complaints panel itself – a resolution will be reached within twenty eight days of receiving the complaint.

8.0. Monitoring of complaints – Follow up Action

8.1 The outcomes of the investigation and the meeting are recorded and any shortcomings in procedures are identified and acted upon. It is recorded at what stage the complaint was dealt with i.e. the preliminary stage or whether it proceeded to a panel hearing.

8.2 The management reviews all complaints to determine what can be learned from them. It regularly reviews the complaints procedure to make sure it is working properly and is legally compliant.

