

Policy Status:	Compulsory
Review Cycle:	2



Review Date	Author	Change History
04/07/2023	AB	Full revision
29/08/2023	TN	Tidying and adding appendices

Supported Housing Complaints and Representations Policy

1. Policy Statement

Manchester Settlement aims to provide high quality services that meet our service user's needs. We believe we achieve this most of the time: if we are getting it right, please let us know.

In order to ensure our services, remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.

Manchester Settlement will ensure that no child or young person is subject to reprisal or negative consequence for making a complaint.

Roles and Responsibilities

Staff in the supported housing team must encourage young people to have their say in how we are doing as a service, this includes ensuring that all young people are issued with a Young Person's Guide which has information on how to make a complaint.

The Registered Service Manager must ensure that staff understand their role is supporting the ability of young people to make complaints in a supportive atmosphere.

The charity trustees will listen to complaints that reach stage 3 or 4.

2. Have a say about our services

We encourage all the young people we work with to have a say in how we do things. Our Young Person's Guide has information on how you can get involved. We also have posters in homes and in our offices.

As part of person-centred planning, our staff will always be looking for feedback as to how young people feel about our services. Please do let us know.

How to make a complaint

If you are unhappy about any Manchester Settlement service, please contact us in anyway you feel comfortable.

- WhatsApp
- Phone call
- Email
- Complaints Form
- In person

Who should I tell?

If you are unhappy with an individual in Manchester Settlement sometimes, it's best to tell him or her directly. If you feel this is difficult or inappropriate then contact the staff member's manager.

If you don't know who to contact please email info@manchestersettlement.org.uk with Complaint in the Subject line.

Getting help making complaints

If you have a social worker or other support worker, we would encourage you to ask for their help in resolving your complaint. You may also find the help available from Coram Voice useful to you. We can arrange interpreters for you.

<https://coramvoice.org.uk/myrights/making-a-complaint-2/>

3. How we deal with complaints

- a) Stage 1 – Its usually good to see whether complaints can be resolved quickly. Your Support worker will speak to you about how we can move forward so that you are happy with the service.
Often we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within three working days.
- b) Stage 2 – If the issue remains unresolved you can request a meeting with the Operations Manager or Registered Manager. The Manager present will try to resolve the matter in the meeting, or begin any necessary investigations.
Follow up meetings may be arranged to update you with our progress. All meetings will be recorded.
We will aim to resolve the complaint within 5 working days, if this is not possible we will update you.
- c) Stage 3
Serious Complaints
Where any staff member believes that a serious complaint has been raised that warrants a very rapid response, the complaint should be raised with either the Operations Manager, Registered Manager or Designated Person, excepting anyone that may be implicated in that complaint.
The Managers receiving the complaint will assess risk and agree a timescale for action.

d) Stage 4

If the matter cannot be resolved to your satisfaction, you have the right to raise the matter with Ofsted. Information on how to contact Ofsted can be found below. Ofsted is the registering authority for Supported housing services in England and investigates all complaints that suggest a provider may not be meeting their requirements. It risk assesses all complaints made and may visit the service to carry out a full inspection where it believes requirements are not met.

The Board of Trustees will be notified of all serious complaints and those that reach Stage 4.

Recording Complaints in our systems

Stage 1 complaints are recorded by Housing Support Workers in the MIS records of the young person.

The RSM maintains a Complaints Log/ File with confidential records of stage 2 and stage 3 complaints.

All notes should contain all of the following elements.

- Complaints made
- Actions taken in response
- Outcomes of investigations completed

You will be able to access this record if you wish; however, all personal details relating to any complaint will be stored confidentially and will only be accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been taken appropriately.

4. Monitoring Complaints

The Registered Service Manager will monitor all complaints, checking for compliance with all policies and procedures as part of management monitoring schedules.

5. Reporting on complaints records to CIECSS

The Registered Person will report to the CIECSS regarding complaints received and actions taken upon request.

6. Raising complaints with OFSTED

If you would like to raise a complaint with OFSTED, the contact details are as follows:

Telephone: 0300 123 1231

Email: enquiries@ofsted.gov.uk

By post: Ofsted, Piccadilly Gate, Store Street, Manchester, M11 2WD

Manchester Settlement registered Number:

7. Contacting us

You can contact us in the following ways

Tel:0161 9741300

Email: info@manchestersettlement.org.uk

Address: The New Roundhouse, 1328-1330 Ashton Old Road, Openshaw, M11 1JG

Appendix 1 example stage 2/3/ complaints form



Stage 2/3 Complaints form

Stage of complaint	
Details of complaint made	
Details of actions taken in response to complaint	
Outcome of any investigation completed	

SMT member signature:

Date: