



# **HESWALL DISABLED CHILDREN'S HOLIDAY FUND**

## **Complaints Procedure**

(December 2012)





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# 1. Relevant Legislation

Children's Homes Regulations 2001, Section 24.

# 2. Introduction

It is the intention of this policy to promote opportunities for concerns to be addressed in a quick and timely manner as close as possible to the source of the complaint. All helpers are encouraged to take a positive view of the complaint or representation and should respond quickly and clearly to the concern.

A complaint can be made regarding any of the following:

- An unwelcome or disputed decision
- Concerns about the appropriateness of a service
- Delay in decision making or provision of services
- Delivery or non-delivery of services, including complaints procedures
- Quantity, frequency, change or cost of a service
- Application of eligibility and assessment criteria
- The impact on a child of the application of a policy
- Attitude / behaviour of staff

Legal, criminal, child protection or disciplinary proceedings may take precedence over complaints procedures and timescales.

A child or young person should be able to make representations for a change to be made to the service they receive without this being framed as a complaint. This may become a complaint if the young person feels their representations are not being listened to. General comments or suggestions about improvements to the service will not be dealt with as complaints, and will be referred to the Leaders or the Registered Manager

Any young person who wishes to make a representation, or is considering making a complaint must be offered an advocate to support them in this. They may choose someone they know and trust, ask for somebody independent or choose not to have one.

Complaints can be made verbally or in writing.





### 3. Representations

Representations can be made by

- Any child attending a holiday or applying for a holiday or grant.
- Their parent or any person with parental responsibility for them
- Their Foster Carer
- Care leavers
- Special Guardians
- Any other person who the Charity deems has sufficient interest in the child's welfare (including friends and other young people). The person receiving the representation must contact the Chairman or Registered Provider. The young person's views should be sought whenever they are of sufficient age and understanding. If it is agreed that the person does not have sufficient interest in the child's welfare, the Chairman must write to the complainant explaining the reason why.

When a child or young person or their representative wishes to make a Representation, they may speak or write to The Chairman or Registered Provider.

The person who receives the Representation should attempt to work with the young person to address the concern informally. This may involve

- Helping the child to express their views to another person
- Explaining policies or decisions
- Arranging to discuss concerns at a forthcoming meeting
- Reassessment of need
- Mediation and conciliation
- Arranging for an Independent Advocate for the young person

If it is impossible for the complaint to be resolved in an informal manner, the complaint should be made formally in writing to the Chairman of the charity. The chairman will arrange for a full investigation to take place including co-opting members of the board of trustees, Leader, Senior Helpers to investigate the complaint. The findings will be returned to a full session of the governing committee where a response will be decided upon.

Following the decision a written response will be returned to the complainant or person making a representation which may also be supported by an explanatory discussion.





## 4. Contacts

Representations can be given to the following persons at HDCHF in writing or verbally, in the first instance:

**The Chairman of the Charity:**

Mr Vincent Keating,  
9 Milton Road, Waterloo, Liverpool L22 4RE  
07989 745 685

**The Responsible Provider for the Children's Camp:**

Mr Andrew Powell,  
13 Pickering Road, Broughton Astley, Leicestershire LE9 6WA  
07933 884 996

**Representations may also be made to Ofsted directly:**

Ofsted: 0300 123 1231

Ofsted National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

[Enquiries@ofsted.gov.uk](mailto:Enquiries@ofsted.gov.uk)





If the complaint is about the safety of a child then any of the following can be contacted without consultation with the charity or Ofsted:

**Wirral Council Emergency Duty Team (out of hours)**

0151 677 6557

**Wirral Council Central Advice and Duty Team (CADT) (during office hours)**

0151 606 2008

**Merseyside Police**

24 Hour 0151 709 6010

**NSPCC**

24 Hour Helpline 0808 800 5000

**Childline**

24 Hour helpline 0800 11 11

