

Operations

Complaints Policy

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Complaints Policy

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2 Introduction

Kibble is committed to developing its services to children, young people, young adults and their families/carers in accordance with the requirements of legislation and relevant best practice.

Central to the ethos of the service is Article 12 of the United Nations Convention on the Rights of the Child (UNCRC); this article has been identified as one of the guiding principles of the convention. Article 12 focuses on consultation and participation. It gives children, who are capable of forming their own views, the right to express their views freely in all matters affecting them.

In Kibble we strive to maintain a culture which encourages young people to make their views known and which responds to their concerns and complaints. We aim to support, empower and safeguard children and their interests through the framework of “Getting it right for every child’. We are working proactively to facilitate the participation of children and young people in service development and we seek to achieve a culture of continuous improvement by incorporating the principles of respect for children’s rights, participation and consultation into our organisational planning and thinking.

2.1 Legislation & Guidance

Legislation and best practice guidance central to the work of Kibble include –

- The Children (Scotland) Act 1995
- The Children Act 2004
- Public Services Reform Act 2011
- The United Nations Convention on the Rights of the Child (UNCRC)
- The European Convention on the Exercise of Children’s Rights 1996
- National Care Standards 2001 and revised editions
- Guidance from the Scottish Human Rights Commissioner
- Guidance from the Scottish Commissioner for Children and Young People on children’s rights
- 7 Golden Rules for Participation

3 Scope

This policy applies to Kibble Education and Care Centre along with the following associated/ subsidiary companies:

- Kibbleworks (KWL)
- Kibble Campus Developments (KCDL)
- Kibble Construction (KCL)
- Kibble Trading Limited (KTL)

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4 Aim

The complaints procedure should ensure that the interests of young people and their family's/carers are at the heart of what we do. The information gathered through the complaints log will be significant in the measurement of improvement in standards in Kibble.

5 Responsibilities

All managers have a specific responsibility for operating within the boundaries of this policy, ensuring that employees understand the standards of behaviour expected of them and taking action when behaviour falls below its requirements.

Employees are responsible for the success of this policy and should ensure that they take the time to read and understand it.

The Quality Improvement Department is responsible for ensuring the aims of this policy are met, questions regarding the content or application of this policy should be directed to this department.

6 Definition of a complaint

A complaint is an expression of dissatisfaction.

Complaints can be made by anyone, including a person in receipt of a service, or by a person acting on their behalf, or by any person dissatisfied with the service provided by Kibble.

7 Policy Implementation

Whilst implementing this policy Kibble will ensure that complaints are resolved as close to the point of complaint as possible.

Young people and their representatives will be encouraged first to raise the matter with their unit staff and or Management Team. Complaints forms are readily available within the Welcome Packs, services and reception areas.

Complaints may be made in writing, by e-mail, telephone or in person. All complaints, including verbal, should be recorded within the unit complaints log book.

The majority of written complaints will be picked up from the complaints/suggestion boxes by the Duty Manager and or approved personnel. Where a young person hands a complaints form to a staff member it should be forwarded to Duty.

Duty Managers are responsible for passing complaints to the Senior Management Team using internal protocols

This policy should be read in conjunction with other relevant Kibble Policy and Procedures, including Children's Rights Policy and Participation Policy.

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8 How to Complain

There are a number of different ways for everyone involved at Kibble to notify Senior Management of a complaint. Regardless of the route used to complain, all received complaints are recorded on our internal complaints tracker.

8.1 Verbal

Complaints can be given verbally to any member of staff at Kibble. The staff member will then either support the complainant to complete a complaints form or will submit one on their behalf.

8.2 Complains form (Service User)

All of the on campus units have complaints boxes within them, along with a supply of complaints forms. Within the units that are based off campus, complaints forms are supplied with stamped addressed envelopes. This ensures that each service user retains the right to submit a complaint or suggestion without the need for staff involvement.

If young people require help to submit a complaint they can request assistance from unit staff, or if they prefer, from Who Cares? Scotland.

8.3 Complaints Form (Online)

Complaints, Suggestions and Feedback can be submitted online via the "About us Page" on the main Kibble Website.

8.4 E-Mail

Complaints, Suggestions and Feedback can be e-mailed in to quality@kibble.org

8.5 Written

All stakeholders can submit a complaint in writing to:

Feedback, Suggestions and Complaints
Kibble Education and Care Centre
Goudie Street, Paisley, PA3 2LG

8.6 Care Inspectorate

Kibble Education and Care Centre would like the opportunity to resolve a complaint before it is escalated to the Care Inspectorate; however, individuals do have the right to complain to the Care Inspectorate if they are unsatisfied with service delivery. Care Inspectorate contact details:

Paisley Office:
4th Floor
No1 Smithhills Street
Paisley
PA1 1EB
Tel: 0141 843 6840

Head Office:
Compass House
11 Riverside Drive
Dundee
DD1 4NY
Tel: 01382 207200

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9 Effective management of the complaint

- All Complaints will be logged
 - ID number allocated and Complaints Record opened

Once the complaint has been considered by a member of the Senior Management Team an appropriate Investigating Officer will be identified.

- Confirmation letter will be sent to young person/complainant
 - Letter should include realistic timescales for investigating and where appropriate resolving the complaint
- A scanned copy of complaint will be e-mailed to the Investigating Officer
 - Complaints Record Stage 2 to be started
- Within given timescale (as per confirmation letter) Complaints Record Stage 2 to be completed in full by investigating officer
 - Evidence the involvement of the young person / complainant
 - Resolution should be noted
- Confirmation of decision should be confirmed in writing and sent to young person / complainant

All Complaints Records will inform the Complaints Log, which in turn informs the quarterly returns which are completed at the request of Local Authorities. All written complaints should be noted within the service complaint log.

All complaints will be dealt with efficiently within the defined timescale.

Where for any reason Kibble is unable to respond fully within 20 working days, the complainant will be informed of this and a new timescale given.

Kibble is committed to ensuring that each complaint will be dealt with individually and impartially and that all those involved in the complaints process will be treated fairly.

10 Right to Appeal

Complainants have the right to appeal if they feel the outcome of their complaint is unfair.

If a complainant chooses to appeal they should notify the Chief Executive within 14 days of receipt of the outcome letter. They should detail the reason for their appeal, along with any supporting evidence.

The Chief Executive reserves the right to assign a reviewing manager to oversee the appeal, however if this happens the complainant shall be notified of the assigned reviewer in writing.

Kibble Education and Care Centre aims to conclude all appeals within 14 days of receipt; however, in some cases it may not be possible to keep to this timescale. If these timescales cannot be met the reviewing manager will ensure that the complainant is kept informed of the reason for delay and the updated timescales.

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11 Reviewing and Monitoring Arrangements

Kibble considers that the information gathered through the investigation of complaints provides valuable information on the quality of our services. The complaints log details the type of complaint, nature of investigation, outcome and timescales for resolution. The Complaints Log is subject to internal and external scrutiny by Quality Improvement, the Board, Care Inspectorate, Education Scotland, Local Authorities and “Who Cares? Scotland”.

Compliance with this policy will be reviewed annually and promoted by The Board, Trustees and Senior Management Team. All staff members have a responsibility for the effective implementation of this policy.

Young people, parents, carers and external agencies will be informed of the Complaints Policy through the Kibble Welcome Pack and information leaflets.