



## EXTERNAL COMPLAINTS POLICY

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## 1 POLICY STATEMENT

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PJL Healthcare is committed to the continuing improvement of the services we provide to the children and young people in our care, and their families. The company accepts there may be incidences where those who are not stakeholders may need to complain about the home's functions and recognises the importance of receiving feedback from external parties. We therefore encourage and welcome people to provide us with feedback, both positive and negative, and aim to ensure that all comments and complaints received are treated seriously and resolved satisfactorily.

## 2 PURPOSE

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This policy is aimed at external bodies and members of the public who are not affiliated with PJL Healthcare, for example neighbors, shopkeepers, and the police. It is intended to enable people to voice their concerns, grievances, and compliments, and provides PJL Healthcare with opportunities to learn and improve its services. This policy runs in conjunction with PJL Healthcare's internal complaints policies which are specific to the service users, their families and those involved in their care. The policy and procedures for complaints and representations made on behalf of a young person, are also available on our website.

## 3 VALUES AND PRINCIPLES

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- Complaints and suggestions relating to quality of care are encouraged and welcomed as a way of ensuring that any dissatisfaction with the quality of service provided by the Home is brought to the attention of the Registered Manager.
- There is no restriction on what may be reasonably complained about and all complaints or grievances will be investigated subject to the procedures set out in *section 5*.
- Any person against whom a complaint has been made is prohibited from dealing with the complaint themselves or being involved in any investigation.
- Normally the Registered Manager will oversee the complaints process to the satisfaction of all parties. If the complaint is not resolved through the Registered Manager, the complainant has the right of appeal to the Registered Provider.
- If the Registered Manager is the subject of the complaint, the complaint should be sent to the Registered Provider in the first instance.
- In the event of an external complaint raising safeguarding or child protection concerns, the safeguarding policy relevant to the service and its procedures will be followed, and the safety of the service user will be prioritised. In such cases the Registered Manager of the service will notify all relevant agencies, including the appropriate governing body, of the complaint, in line with regulations.

## 5 EXTERNAL COMPLAINTS PROCEDURE

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1. Complaints should be made in writing, directly to the manager of the service concerned, if known. (*Details provided in section 7*). If the individual service the complaint relates to is unknown, then complaints should be sent to the head office.
2. Complainants should provide their contact details, to enable PJL Healthcare to respond.
3. All external complaints are acknowledged in writing within 7 days of receipt and will usually be investigated within 28 days. If this is not possible the complainant will be informed of the revised timescale.
4. Following the completion of an investigation the Registered Manager will write to the complainant informing them of the outcome of the investigation and confirming the action, if any, that will be taken as a result of the investigation into the complaint.
5. If the external complaint is not upheld, the complainant may appeal to the Registered Provider within 28 days. The registered provider will independently carry out an investigation into the original complaint and will do so in an impartial manner and with an open mind.
6. The Registered Provider will usually undertake the appeal within 28 days. If this is not possible, the complainant will be informed of the revised timescale.

## 6 GOVERNING BODY

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Our company appreciates that there may be occasions when individuals wish to raise concerns externally to the home's management or direct organisation. If so then individuals have the right to raise their concerns with our registration and governing bodies, which are listed below:

### **For the Children's Homes:**

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2 WD

Tel: 0300 123 1231.

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

## 7 CONTACT DETAILS

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Mayfield Children's Home:

Registered Manager - Oliver White

Email: [oliver.white@mayfieldchildrenshome.co.uk](mailto:oliver.white@mayfieldchildrenshome.co.uk)

Tel: 01435 872201 ext. 223

Framfield Children's Home:

Manager: Rob Barnard

Email: [rob.barnard@framfieldchildrenshome.co.uk](mailto:rob.barnard@framfieldchildrenshome.co.uk)

Tel: 01435 872201 ext. 261

Head office:

Email: [info@pjlhealthcare.co.uk](mailto:info@pjlhealthcare.co.uk)

Tel: 01435 872201

Responsible Individual: Paul Sellars

Email: [Paul.sellars@pjlhealthcare.co.uk](mailto:Paul.sellars@pjlhealthcare.co.uk)

Tel: 01435 872201 ext. 291