

COMPLAINTS POLICY AND PROCEDURE



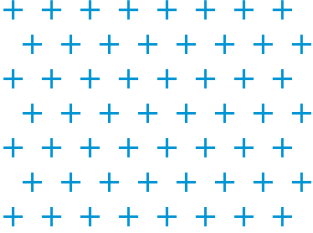
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| AUTHOR | Jersey cares policy development lead |
| DATE REVISED | February 2021 |
| NEXT REVIEW DATE | February 2022 |
| TARGET AUDIENCE | Children and Young People Accessing Jersey Cares Services, All Staff & for Public Information |

COMPLETED WHEN REVIEWING AN EXISTING POLICY:

If the policy has been reviewed without change this information will still need to be recorded although the version number will remain the same.

| VERSION | DATE | BRIEF SUMMARY OF CHANGE | AUTHOR |
|---------|---------------|-------------------------|--------|
| 1.0 | November 2019 | New policy developed | RS |
| 2.0 | February 2021 | Policy re-write | SD |
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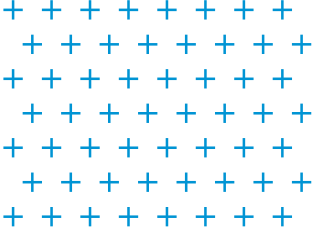




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POLICY STATEMENT

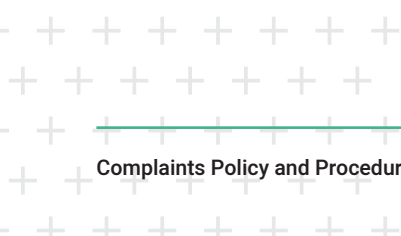
At Jersey Cares we are committed to improving the lives of children and young people with care experience and we aim to work in a respectful, sensitive, compassionate, and professional manner. If we fail to do this or fail in any other way, we want to know about it. This will enable us not only to deal with the specific issue, apologise and repair damage where this is possible, but also will enable us to avoid it happening again.

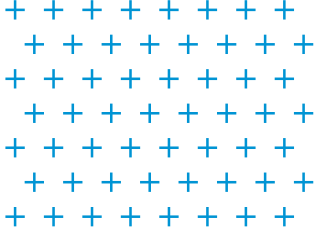
Children and young people who access Jersey Cares should feel their views are listened to and acted on. Jersey Cares staff should encourage discussion and action on issues raised by children and young people with experience of care, or others, before they develop into problems and complaints. However, if problems do arise, children and young people should feel enabled to bring their concerns to the notice of staff or management without concern.

This policy and procedure may also be used by other professionals or members of the public seeking to make a complaint about Jersey Cares.

Jersey Cares is a learning organisation, and we welcome compliments and comments for improvement from people involved with the organisation.

Most complaints can be resolved informally in discussion. We recognise however that some people may not feel able to discuss their complaint with staff or may feel doing so has not improved matters. Therefore, Jersey Cares has a formal Complaints Procedure





SCOPE

This policy applies to children, young people and adults accessing Jersey Cares who want to make a complaint.

The policy also applies to all others, whether in their professional or personal capacity.

This policy does not address complaints made by staff or volunteers - these are dealt with through grievance and disciplinary procedures.

HOW TO MAKE A COMPLAINT

Complaints will always be dealt with in the strictest confidence. If others need to be informed in order to investigate the complaint, the person making the complaint will be notified. Where external mediation might be of help, support can be offered by identifying relevant agencies.

Complaints should be dealt with in the time scales identified. If it is likely to take longer, you will be kept informed, and can opt to follow the escalation process if you feel we are taking too long.

All complaints will be recorded, with details of findings, outcomes, and progress on actions. Jersey Cares will monitor and collect information on all complaints received by the organisation.

To enable complaints to be dealt with, the person who the complaint is about may need to be told. The person

DEFINITIONS

For this document, staff refers to all those who are employed by Jersey Cares and volunteers. Volunteers refers to all those who are working in an unpaid capacity, to include interns.

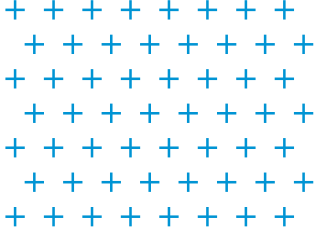
Jersey Cares considers anyone under the age of 18 a child, aged 18 years to 25 years a young person and anyone over the age of 25 years an adult.

making the complaint will be fully informed about this, but you will not have to talk to them about it – we will do that. We would like to assure you that there will be no negative consequences for people who make a complaint. Jersey Cares will still be able to advocate for you, and you will still be able to be involved in other activities, if you would like.

If your complaint is about your advocate, you will be able to work with another advocate.

You are invited to have someone to support you to make your complaint. This can be anyone of your choosing. The Children's Commissioner's Office is an option, and we would be happy to put you in touch.

If the complaint is upheld, we will follow our disciplinary procedure. A copy of this is available on request.



How to make a complaint:

If you are unhappy about a Jersey Cares activity, process, or policy

For example:

- The participation group always happens on Thursdays and you can't attend due to work work
- Snacks provided do not meet your dietary needs
- Group leader does not speak your language / talks very fast and you do not always understand what is being said

- You were offered advocacy, you said you wanted to think about it, but one of our team kept calling you

We want you to feel able to talk about it to a staff member of your choosing. This helps us to understand your concern and sort it out as quickly as possible.

A note of the problem and the solution will be kept as part of the session or group records.

If your advocate is not able to fix your problem, OR if the complaint is about your advocate: a child, aged 18 years to 25 years a young person and anyone over the age of 25 years an adult.

- You can ask to speak with a manager. All the contact details are at www.jerseycares.je. You can call or message the manager and ask them to call you back, leaving contact details for yourself.
- The manager will arrange to meet with you within 7 working days of receiving your complaint. This will allow you to explain what has happened and why you are unhappy. You can bring someone with you to support you. This can be anyone you choose.

- The manager will try to fix the problem within 10 working days of meeting with you. The manager will write to you explaining what the problem was and how it was fixed. A record of this letter will be kept.
- If you are happy with this, the issue will be closed.

If the manager is unable to fix the problem

You can make a formal complaint to the CEO (Chief Executive Officer) of Jersey Cares. You can write, email or phone. Please mark any written correspondence as 'Private and Confidential.' Please try to include as much detail as possible. Include what happened, what has been done and why this has not fixed the problem.

Letters should be sent to Carly Glover
CEO, Jersey Cares, Salvation Army,
Minden St., Jersey, JE2 4WQ

Emails should be sent to:

carly@jerseycares.je

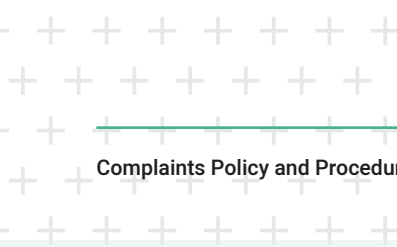
Phone calls can be made to

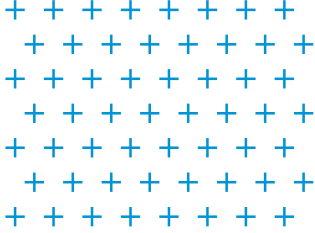
Carly on 07700 722012

The CEO will acknowledge your correspondence and provide an initial response to your complaint within five working days of receiving it.

The CEO will fully investigate your complaint. They will meet with you; you can bring someone with you to the meeting to support you. The CEO will meet with the member of staff the complaint is about. The investigation will take no longer than 15 working days.

We will give at least 5 working days' notice of a meeting date to discuss your complaint. This is to allow you to prepare and arrange for someone to accompany you if you wish. If this is insufficient time, we are happy for you to suggest alternative dates.





(continued...)

When the investigation is complete, the CEO will invite you to a second meeting. The CEO will explain what investigations have been carried out and what action, if any, will be made to fix the problem. You will be able to say whether you are happy with the solution. This will be recorded and you, or the person

supporting you, if you are not able to, will be asked to sign the record of the meeting.

At this point, if you are happy with the outcome, we will consider the matter closed.

If the CEO cannot fix the problem

The CEO will refer the complaint to a Board member responsible for dealing with complaints. They will then form a complaints panel. The complaint panel will consist of the CEO, the Board member responsible for complaints and an independent representative. This will be done within 10 working days.

The complaints panel will review the decision made by the CEO and may

seek further information from anyone involved, including the staff member who you have made a complaint about.

The Complaints Panel will tell you its decisions and the reasons for its decisions in writing within 15 working days of having formed to consider your complaint. A record of the complaint and its outcome will be kept.

If you are unhappy with the decision of the Complaints Panel

You should send your complaint to the contact details listed on www.jerseycare.je for the attention of the appointed Board Member for Complaints. The complaint will be reviewed by the Board Member and a Complaints Panel will be formed as per the process above, but with two independent panel members. The CEO will not be part of this panel.

The Complaints Panel will tell you its decision and the reasons for its decision in writing within 15 working days of having formed to consider your complaint. The Panel's decision will be final. A record of the complaint and its outcome will be kept.

If you are unhappy with the decision of the Complaints Panel

If you are unhappy with the decision of the Complaints Panel, you can raise a further complaint via the Government of Jersey. They commission our advocacy work. This can be in person, by:

Telephone: **01534 444444**

Emailing: **feedback@gov.je**

or in Writing to:

PO BOX 55, JE4 8PE.

