

KIDS COMPLAINTS POLICY & PROCEDURE

Compliments and Complaints

KIDS welcomes compliments, criticisms and suggestions about the service we offer. It is when you tell us that the service is not working or not of the standard you expect that we can do something about the situation.

Compliments, criticisms and suggestions

If you are receiving KIDS web based service, please use the forms found on the website www.kids.org.uk. These are reviewed regularly and will be responded to as described on the website.

If you are receiving other KIDS Services, talk to the KIDS staff member you know. The staff member will ensure that their Regional Director is informed about your views, and the Regional Director will act upon this as appropriate and inform you of any action taken within 14 working days of receipt. Your views will remain confidential to the Regional Director and any person named in your criticism, suggestion or compliment.

Formal complaints

There may be an occasion when you wish to make a formal complaint.

If you are receiving KIDS web based service, please use the forms found on the website at www.kids.org.uk. These are reviewed regularly and will be responded to as described on the website, which is broadly similar to the procedure laid out below.

If you are receiving other KIDS Services and wish to make a formal complaint, please:

1. Write to, or arrange to see the Regional Director. The Regional Director will be able to visit you at home if you wish. Another person may write or call on your behalf, and be with you when you meet the Regional Director, but they must not be your legal representative.
2. Your complaint will be acknowledged within three working days.
3. The complaint remains confidential and will be recorded in an anonymous fashion in KIDS complaints record.
4. The Regional Director will investigate your complaint and give you a written response within 28 days working days.
5. If the complaint is about the Regional Director, then a written complaint will be forwarded to the Chief Executive at KIDS National Office. If it is a verbal complaint, the staff member receiving it will record it and forward the record to the Chief Executive.

If you are not satisfied with the response:

You can request that the complaint and any decision made about the complaint should be reviewed. The review will be undertaken by the Chief Executive (unless the Chief Executive has been involved prior to the review) in which case a KIDS Trustee will review the complaint.

You will be invited to attend the review, and you are welcome to bring a friend or relative with you, but not your legal representative.

The review will send you a copy of its recommendations, and KIDS Board of Trustees will receive a confidential summary of your complaint in order to monitor how the complaints procedure is working.

If you are still not satisfied with the response:

Many of KIDS services are regulated by Ofsted. If your complaint relates to a service which is registered with Ofsted then you may contact them:

- By post at: Ofsted National Business Unit, Royal Exchange Building, St Anne's Square, Manchester M2 7LA.
- By Telephone: on 08456 404040 (the person you speak to may have to transfer your call to a colleague who is more able to help)

- By Email: enquiries@ofsted.gov.uk