



Aireborough Family Services

Compliments and Complaints Policy

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Next Review:	April 2025
Governors' Committee:	Joint Collaborative Committee
Responsible Officer:	Dawn Hardy & Jemima Lutter

Introduction

Aireborough Family Services prides itself on being a successful and highly regarded organisation, that is committed to quality of services delivered to children, young people, and their families, to achieve better outcomes.

We strive to be a listening and learning organisation that maintains, and improves the quality of service we offer, by responding appropriately to compliments and complaints.

This policy reflects the underpinning principles that informs all our provision:

- Safeguarding and working together.
- Earliest intervention where possible.
- Overcoming barriers to improve outcomes.
- Restorative Practice
- Bespoke interventions of support.
- Participation of children, young people and their families in the planning, delivery, and evaluation of services.

Aims

This policy is to ensure we make it easy for us to act on feedback you provide to improve our services.

When dealing with complaints, it is our aim to resolve any complaint fairly and appropriately. Contact will be open, responsive and avoid unnecessary formality.

We are committed to treating all our service users fairly and we take equality and diversity into account in a positive way. We will therefore ensure that individual needs are considered when applying the policy, and that any reasonable adjustments required are made.

Should you require information about compliments and complaints in a language other than English, this can be arranged by ringing 0113 222 4405 and confirming what language is required – this will provide you with the Leeds City Council “Let us Know” leaflet that will allow you to express a compliment or complaint via this route.

As a partnership-based organisation, we are commissioned to undertake functions on behalf of Leeds City Council – Children’s Services, as well as commission other partners to deliver services on our behalf. Where a compliment or complaint is against a commissioned service of our support offer, we may direct this to the relevant organisation to respond or follow Leeds City Council processes.

To ensure that our policy always remains relevant, it will be reviewed every 2 years.

What is a compliment?

A compliment is an expression of satisfaction about the standard of service provided. All compliments are recorded, acknowledged, and a copy is sent to the relevant service manager to provide feedback to the member of staff involved.

What is a complaint?

A complaint is an expression of dissatisfaction about the standard of service provided. Most issues can be resolved, without the need to make a formal complaint. However, there may be cases that require further investigation, and the involvement of other managers and individuals.

How we implement the Complaint Policy

There are 3 stages to the policy:

- Informal stage [complaints form, appendix 1]
- Stage 1
- Stage 2

The informal stage

Upon receipt of a complaint, we will look at whether there is a need for a full investigation or if the matter can be resolved informally. We will contact you to discuss the complaint with you in the hope of resolving the complaint. If the matter cannot be resolved informally, your complaint will be dealt with by proceeding to Stage 1 of the procedure.

Stage 1

Stage 1 is a formal stage. Acknowledgement of receipt of your complaint will be made in writing within 5 working days.

An investigation will be undertaken into the complaint, and a written response detailing the outcome of the investigation will be sent within fifteen working days of receipt of the complaint.

Stage 2

If you remain dissatisfied, following the outcome of the investigation carried out in Stage 1, you can appeal. An appeal must be submitted in writing to the named person dealing with the complaint within 5 working days of receipt of the investigation findings, detailing the reason for the appeal. An independent senior officer will review the appeal to ensure process has been followed and the investigation has been carried out appropriately.

The outcome of the Stage 2 appeal will be provided in writing within 15 working days of receipt of the Stage 2 appeal.

Next steps

There is no further right of appeal following completion of an investigation at stage 2.

Within the final Stage 2 response, you will be informed of your right to take the complaint further if you remain dissatisfied by contacting the Local Government Ombudsman's office.

Appendix 1

Complaints / feedback form

Personal details

Name

Address

.....

Postcode

Daytime telephone number

Evening telephone number

Email address

If applicable, name of child(ren)

.....

Your relationship to the service e.g., parent, carer, neighbour, member of the public, student.

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Please give details of your complaint:

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What action, if any, have you already taken to try and resolve your complaint? Who did you speak to, when and what was the response?

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What actions do you feel might resolve the problem at this stage?

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Signature

Date

Official Use:

Date of acknowledgement

By whom

Complaint referred to

Date

You can register your complaint by sending this form to:

Dawn Hardy or Jemima Lutter – Integrated Services Leader
Aireborough Family Services, Albion House, Rawdon Park Yeadon LS19 7XX

Alternatively, you can telephone your complaint on: 0113 250 6593
Email: dawn.hardy@aireboroughxs.co.uk or Jemima.lutter@aireboroughxs.co.uk

If the complaint concerns one of the Integrated Services Leader, you can contact Paul Clayton – Head at Guiseley High School, Fieldhead Road, Guiseley LS20 8DT – info@guiseleyschool.org.uk