

Complaints Policy

Service Name: In House Supported Accommodation Ltd

Effective Date: January 2026

Review Date: January 2027

Policy Owner: Registered Manager

Applicable To: All Staff, Volunteers & Contractors

1. Policy Statement

In House Supported Accommodation Ltd is committed to providing high-quality accommodation and support that is responsive to the needs of young people. We recognise that concerns or dissatisfaction may arise, and we welcome complaints as an opportunity to learn, improve, and strengthen our service.

We aim to ensure that:

Young people feel safe and confident to raise concerns

Complaints are taken seriously and handled fairly

People are kept informed throughout the process

Issues are resolved quickly wherever possible

Learning from complaints leads to service improvement

We do not discriminate or treat anyone differently for raising a complaint.

2. Who Can Complain

Complaints may be made by:

Young people

Parents, carers, or family members

Social workers and placing authorities

Staff members

Volunteers

Members of the public

Advocates or representatives acting on behalf of a young person

This policy is available on request to any agency, professional, or individual supporting a young person.

3. Principles of the Complaints Procedure

We ensure that:

Complaints are acknowledged promptly

Complainants are treated with dignity and respect

No one is penalised for raising a concern

Complaints are investigated objectively

The person complained about is not involved in the investigation

Advocacy and interpretation support are available

Young people can complain in a way that suits their communication needs

Safeguarding concerns are escalated immediately

4. Informal Resolution

Where possible, concerns should be addressed quickly and informally.

Steps for Informal Resolution

a. Check comfort and choice

Ask whether the complainant feels comfortable speaking to the staff member or would prefer someone else.

b. Record the concern

Adults: record in the Complaints Register

Young people: record in the Complaints Logbook and their file

Read the entry back to confirm accuracy.

c. Attempt immediate resolution

Resolve simple issues (e.g., lost property, misunderstandings) within 24 hours where possible.

d. Confirm satisfaction

Record whether the complainant is satisfied with the outcome.

If the issue cannot be resolved within 24 hours or is serious:

Explain the next steps

Offer support to submit a formal complaint

Record key details (including language needs)

Ask what outcome the complainant is seeking

Provide a copy of the Complaints Procedure

Inform the Registered Manager

Young people may access the Children's Rights and Advocacy Service at any time.

5. Complaints About the Registered Manager

If the complaint concerns the Registered Manager, staff must notify:

The Nominated Individual – Nathan McIntosh

Email: nathan@inhousesa.org

Phone: 07780 534840

6. Formal Complaints Process

There are three stages:

Stage 1 — Internal: Local Resolution

Handled by the staff member's line manager.

Acknowledge within 2 working days

Record in the Complaints Register

Attempt resolution

Provide written feedback to the complainant

Minor complaints that do not involve allegations of abuse should be resolved at this stage.

Stage 2 — Internal: Registered Manager Investigation

If unresolved or more serious:

Escalate to the Registered Manager

Acknowledge within 2 working days

Investigate objectively

Provide a written response with findings and actions

Stage 3 — External Involvement

A complaint must be escalated externally if:

It cannot be resolved internally

It involves allegations of physical, emotional, or sexual abuse

It raises safeguarding concerns

The complainant requests external review

The Registered Manager or Nominated Individual will refer to:

Local Safeguarding Team

Emergency Duty Team

Social worker / placing authority

Supporting People Team (where applicable)

Young people or representatives may contact Ofsted at any time.

7. Implementing the Policy

All young people receive the Complaints Procedure at admission

Staff explain the process in a way the young person understands

Contact numbers for advocacy and external agencies are provided

Staff are trained to support young people to complain safely and confidently

8. Complaints Not Made on Behalf of a Young Person

Complaints from neighbours or members of the public are handled by the Registered Manager

Complaints from professionals are handled by the Registered Manager or Nominated Individual (if the complaint concerns the Manager)

9. Staff Training

All staff receive induction training on:

What constitutes a complaint

How to record and respond to informal complaints

Escalation routes and notification requirements

Supporting young people with communication needs

Accessing advocacy, interpretation, or signing services

The Registered Manager receives additional training on complaint investigation.

10. Monitoring and Learning

The Registered Manager:

Reviews all complaints regularly

Identifies patterns or recurring issues

Ensures actions are taken to prevent recurrence

Updates policies and practice where needed

Maintains a 12-month summary of complaints for Ofsted

Complaints are discussed in:

Staff team meetings

Residents' meetings

Senior management reviews

11. Our Approach to Feedback

We are committed to:

Being approachable and flexible

Responding promptly

Listening without judgement

Encouraging young people to express their views

Ensuring no one faces reprisals for complaining

Using feedback to improve the service

12. Review of the Policy

Reviewed bi-annually in staff and residents' meetings

Reviewed annually by senior management

Updated based on feedback, learning, and regulatory changes

13. Important Contacts

Registered Manager

Zarqa Waseem

Email: zarqa@inhousesa.org

Phone: 07568 275972

Nominated Individual & Director

Nathan McIntosh

Email: nathan@inhousesa.org

Phone: 07780 534840

Bristol City Children & Young People's Services

40–44 Ridingleaze, Bristol BS11 0QE

Phone: 01723 515562

Bristol Children's Services – East Central

Welsman Princes Street, St Paul's, Bristol BS2 9JA

Phone: 0117 903 6500

Bristol City Council Social Services

100 Temple Street, Bristol BS1 6AG

Phone: 0117 922 2700

Emergency Duty Team (Out of Hours)

Phone: 01454 615 165

Ofsted

Email: enquiries@ofsted.gov.uk

Phone: 0300 123 1231