



Complaints, Concerns and Compliments Policy

Introduction

Kids Can Achieve (KCA) aims to provide high quality service to all. We recognise however, that there may be times when people have cause to complain about the level or nature of a particular service we provide; have a concern that they want to raise or wish to give feedback about the quality of the service that they receive.

We will take all feedback, concerns and complaints seriously. All concerns and complaints will be thoroughly investigated and we will act upon any feedback received, to help us maintain the quality of our services. We will always make sure that whoever has raised a concern or a complaint or given feedback will be kept fully informed and involved in the process used to look at the issue/s. We will also ensure that they receive our feedback as to the outcome of any investigation.

Process

If you have a complaint or a concern or wish to give some feedback about the services that you receive or The Westminster Society you should in the first instance take your complaint, concern or feedback to the Manager of the service. The managers of each service are as follows:

Kids Can Achieve – Service for Children, Young People and Families

Service Manager – Ilias Kostalas

Kids Can Achieve

Cedars Hall

Chicheley Road

Harrow Weald

HA3 6QJ

E-mail ikostalas@wspld.org

Telephone 020 420 2300

Mobile 07889034965

Or you can go directly to Sanchia Lyon, who is the Assistant Director of Children, Youth and Family Services

E-mail slyon@wspld.org

Telephone 020 8968 7376

Mobile 07940790 641

You can raise a concern, make a complaint or give feedback in whichever way you feel most comfortable with; for example you could do it by talking to the manager directly or by telephone or you can put what you want to say in writing. If you would like support in raising your concern, making a complaint or in giving feedback you can ask a friend or another

professional to do this for you. All complaints will be investigated and a record of details recorded. This information is kept in a confidential place within each service.

Compliments and Feedback

We always want to improve how we deliver our services and would be very happy to also hear from you where you feel we have delivered a good service and support to you and your family members. is another way that we seek to continually look at how we can improve by looking at where we have worked well. We will undertake a yearly satisfaction questionnaire to formally seek your views but will always welcome feedback at any time.

The Manager of the appropriate service or Sanchia Lyon will respond to you in two ways:

1. by talking directly with you
2. by communicating and putting their response in writing.

We will keep a record of all the communication we have with you and any actions we have agreed.

We aim to respond to all complaints and concerns raised within 28 days; if further time is required you will be kept fully informed.

If you are not satisfied with our response, you can take your concern, complaint to Sanchia Lyon, of the Westminster Society for People with Learning Disabilities who have a formal legal partnership with KCA and manage KCA on our behalf.

If you are still not satisfied with the response, you can then take your concern, complaint or feedback to the Chair of Kids can Achieve, Ms Valerie Ashley.

When a complaint is made about one of our services, we are required to keep a written record and inform the relevant registered bodies and funding authorities, (this does not include the name or details of the person making the complaint or raising the concern).

The relevant authorities that we may inform are

1. Harrow's Disabled Children/Adults Team Service Manager
2. OFSTED
3. Care Quality Commission
4. Harrow Council Contracts Department
5. Other Council Commissioners

At each stage of the concerns, complaints and feedback process, Kids can Achieve will attempt to respond fairly and speedily. If however, you remain unsatisfied with Kids Can Achieves response to your concern, complaint or feedback.

Important addresses and their phone numbers are listed below:

Director of Children, Youth & Family Services

Sanchia Lyon
16A Croxley Road
London W9 3HL
slyon@wspld.org
020 8968 7376

Chair of Kids Can Achieve (KCA)

Ms Valarie Ashley
C/o Kids Can Achieve
Cedars Hall
Chicheley Road
Harrow Weald
HA3 6QJ

Complaints

OFSTED
Piccadilly Gate
Store Street
Manchester M1 2WD
0300 123 1231

Policy review

Date of last review	January 2020
Date of next review	January 2021
Date it was first implemented	February 2009
Author(s)	Assistant Director of CYF
Audience	All service users, members of the public, employees, sessional and volunteers

