



Complaints and Suggestions

Date Implemented: 06.08.21

Approved by: Chris Davies

Updated: June 2025

Date of Next Review:- June 2026

Policy Statement

At Ohana Homes, we are committed to providing the highest quality care in a nurturing, safe, and respectful environment. We believe that listening to our children and young people is fundamental to delivering an outstanding service. All children and young people are actively encouraged and supported to raise concerns, complaints, or suggestions, knowing they will be treated with seriousness, fairness, and confidentiality.

We recognise that concerns may arise, and we view complaints as valuable opportunities to reflect, improve, and enhance our care practices. Every complaint, big or small will be handled quickly, sensitively, and without fear of reprisal.

This policy is made available upon request to:

- Any child or young person living at Ohana Homes
- Parents and carers
- Placing authorities
- Any staff member or professional working with the home

We are committed to ensuring that our complaints information is accessible. Where necessary, it will be adapted into an alternative format to support individuals with disabilities, learning needs, or sensory impairments.

Complaints Procedure

1. Awareness and Support

Each young person is introduced to the complaint's procedure during their welcome period into Ohana Homes. We use accessible language and visual resources to explain their rights and how to raise a concern. This is reinforced through keywork sessions and informal check-ins.



Staff will always strive to resolve issues informally where possible. Young people are supported to express dissatisfaction through their preferred means, whether verbal, written, through an advocate, or via a trusted adult. All complaints are recorded in our complaints log and monitored by the Home Manager to identify patterns and areas for improvement.

2. Timescales

- All complaints will be acknowledged within 3 working days
- We aim to resolve all complaints within 14 working days
- Where a complaint is more complex, updates will be provided at least every 14 days until resolution

3. Escalation

If a concern cannot be resolved by frontline staff, it will be escalated to the Registered Manager. If the complaint relates to the Manager, it will be handled by the responsible individual of the home. The contact details are as follows:

Chris Davies

Registered Manager, Ohana Homes Ltd

TEL- 07949 499431

 chris@ohanahomesltd.co.uk

Jojo Rasekh

Responsible Individual, Ohana Homes LTD

TEL- 07976620827

 Jojo@ohanahomesltd.co.uk

4. Verbal Complaints

All staff at Ohana Homes are trained to listen to and appropriately respond to verbal complaints. Where possible, staff will aim to resolve issues informally and ensure the child or young person feels heard and respected.

Following any verbal complaint, the staff member will:

- Record the complaint using the designated complaints form
- Submit the form to the Home Manager
- Ensure the complainant receives a response or follow-up
- Confirm with the young person that they feel satisfied with the outcome



If a resolution is not possible at the point of concern, the matter will be escalated to the Home Manager and treated as a formal written complaint.

5. Written Complaints

Written complaints should be directed to the Registered Manager unless the complaint relates to the Manager, in which case it should be referred to the Responsible Individual or Director of Ohana Homes.

All written complaints will be:

- Logged in the complaints register
- Acknowledged within 3 working days
- Fully investigated
- Responded to in writing within 14 working days


Where delays occur, the complainant will be informed of the reason and given regular updates until resolution is achieved.


6. Appeals and Further Escalation

If the complainant is not satisfied with the initial response, they may escalate the matter in writing to the Responsible Individual at Ohana Homes:

Responsible Individual (Jojo Rassekh)

Ohana Homes Ltd

 07949 499431

 info@ohanahomesltd.co.uk

The same timescales apply:

- Acknowledgement within 3 working days
- Full response within 14 working days

Unresolved complaints may then be referred to:


Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

 0300 123 1231

7. Advocacy Services



Children and young people have the right to an advocate to help them raise concerns or make complaints. Staff will support children to access advocacy services when needed and ensure any communication barriers are addressed.

Independent advocates may be sourced through the placing local authority, **NYAS** (National Youth Advocacy Service), or another recognised organisation.

8. External Contacts

Children and young people may also choose to contact the following organisations directly:

- Childline: 0800 1111
- The Children's Commissioner for England: 0800 528 0731

Dame Rachel De Souza
Sanctuary Buildings
20 Great Smith Street
London, SW1P 3BT

9. Legal Intervention

If a complainant chooses to involve a solicitor at any stage, the internal complaints procedure will be suspended. The matter will then be referred to the home's legal representatives or insurers for further handling.

10. Disciplinary Action

Where a complaint leads to concerns regarding a staff member's conduct, appropriate disciplinary processes will be followed in line with Ohana Homes' employment policies. The complainant will be informed that the matter is being addressed, while respecting staff confidentiality.

11. Complaints from External Sources

Complaints made by parents, professionals, neighbours, or members of the public will be taken seriously and handled with professionalism. All such complaints should be forwarded to the Registered Manager who will investigate and respond appropriately.