



Complaints Policy

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At de novo care, we want every child, young person, family member, and professional to feel heard, respected, and treated fairly. We take all concerns and complaints seriously and use them as opportunities to learn and improve the quality of the care we provide.

This public complaints policy outlines how you can raise a concern with us and what you can expect in response.

1. What is a complaint?

A complaint is any expression of dissatisfaction about:

- the care a child or young person has received
- decisions made about their day-to-day care
- the behaviour or conduct of staff
- how a concern has been handled
- any aspect of our homes or services

You do not need to wait for something to “go wrong”. If something doesn't feel right, we want to hear about it.

2. How to make a complaint

You can make a complaint in any of the following ways:

➤ Email

 complaints@denovocare.co.uk

➤ Post

You may send concerns in writing to:

Complaints – de novo care

Bank Green House
Fox Lane
Milthorpe
Dronfield
S18 7WG

➤ In person

You can also ask to speak to the senior member of staff on duty. Each home has a Registered Manager, and their contact details can be provided to you by any member of staff.

Children living in our homes can also raise concerns directly with their key worker or any trusted adult.

3. What happens next?

When you make a complaint:

1. We will acknowledge your complaint within 2 working days.
2. We will carry out a fair and thorough review of the issues raised.
3. We aim to respond within 10 working days, or we will let you know if more time is needed.
4. You will receive a clear written outcome explaining what we found and any actions taken.

If the complaint relates to safeguarding, it will be dealt with under our Safeguarding & Child Protection procedures, which may involve the local authority or external agencies.

4. If you are not satisfied with the outcome

If you feel your concern has not been resolved, you can request a review by a senior leader within the organisation.

We will look at the complaint again and provide a further written response.

5. Your right to contact Ofsted

All our homes are registered with Ofsted. You can contact Ofsted at any time with a concern or complaint—you do not need to raise it with us first.

Ofsted Contact Details:

✉ enquiries@ofsted.gov.uk

☎ 0300 123 4666

✉ Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Ofsted will not investigate individual complaints but may use the information to check whether the home is meeting regulations.

6. Children's rights to complain

All children in our homes are supported to:

- speak to a trusted adult
- raise concerns confidentially
- access advocacy services
- contact Ofsted or their social worker
- receive support through any complaint process

We ensure children know how to make a complaint in ways appropriate to their age and understanding.

7. Learning from complaints

We use complaints to strengthen our practice, improve staff training, and enhance the overall quality of care. Every complaint is logged and monitored to ensure improvements are made where needed.