



THE
HOUSE PROJECT
Lancashire

Complaints Policy

Title	
Version number	2
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Date of creation	September 2023	Review cycle	Annually
Last review	May 2025	Next review date	May 2026

Version	Date	Section/Reference	Amendment
2	02.05.25	n/a	Minor changes to template & formatting

Related Procedures	<p>LHP Safeguarding Policy</p> <ul style="list-style-type: none"> • Allegations Against Staff and Volunteers <p>LHP Whistleblowing Policy</p> <p>Lancashire Children's Social Care Complaints Procedure Lancashire Children's Social Care Procedures Manual, Complaints and Representations Procedure.</p>
Relevant Guidance	<p>Supported Accommodation (England) Regulations 2023</p> <p>Children's Commissioner for England Help at Hand – free confidential support and advice for Children in Care, living away from home or working with Children's Services. Tel: 0800 528 0731 (free phone number) E-mail: help.team@childrenscommissioner.gov.uk</p> <p>Ofsted (who regulate and inspect Supported Accommodation) Tel: 0300 123 1231 E-mail: enquiries@ofsted.gov.uk</p>

Staff should provide young people with a young person's guide that contains the relevant information of how to:

- Contact their social worker and Independent Reviewing Officer;
- Share their views with staff and the Registered Service Manager
- Access independent advocacy
- Raise a concern about the provision
- Make a complaint
- Contact the Office of the Children's Commissioner or Ofsted

If a young person disagrees with the support provided by the Local House Project or wants to make an informal complaint, they should be supported in speaking with their LHP Facilitator or the LHP Lead. If this has not resolved the matter to their satisfaction, they should be supported by a LHP Practitioner to contact the Registered Service Manager.

Alternatively, they should be supported to speak with their social worker, the Team Manager or their Independent Reviewing Officer.

Young people should be supported to access independent Advocacy Services whenever they express the wish to do so. They can self-refer or a referral can be made on their behalf. NYAS – National Youth Advocacy Services provide advocacy for young people looked after and care leavers from Lancashire County Council. General information about the service is available via <https://youngpeople.nyas.net/>.

A referral can be made via:

- 0808 808 1001, free of charge
- help@nyas.net
- NYAS app on Android and iOS
- <https://youngpeople.nyas.net/index.php/get-in-touch>, call back request

Young people should also be supported to access:

- Coram Voice Always Heard on 0808 800 5792 or <http://www.coramvoice.org.uk/alwaysheard>;
- The Children's Commissioner for England (see above contact details); or
- Ofsted (see above contact details)

Formal Complaint about Lancashire's House Project to Lancashire County Council

Where a young person or anyone else want to make a formal complaint about the Local House Project to Lancashire County Council, see the [Lancashire Children's Social Care Procedures Manual, Complaints and Representations Procedure](#).

A complaint to Lancashire County Council can be made via:

- Customer Access on 0300 123 6720
- Customer Feedback Team on 01772 539414
- [Online](#)
- By mail to: Social Care Customer Feedback, FREEPOST RTKC-HBTA-TZRK, PO Box 1337, County Hall, Preston, PR2 0TG