

**Oldham Borough Council
Record of Decision**



1. **TITLE:** Children's Residential Homes Complaints Policy

2. **SERVICE AREA:** Customer Services

3. **PURPOSE OF DECISION**

Ensuring that Oldham Council has an effective complaints and representations procedure is one of the main ways in which we can ensure that the voices of children and young people are heard, and that they are able to contribute to the process of identifying improvements needed to the way in which our services are delivered.

This document details the way in which complaints about Children's Residential Homes will be dealt with. It is intended to replace all previous Children's Homes Complaints and Representations Policies and Procedures and has been produced in line with requirements of The Children's Homes Regulations, Regulation 39 Complaints and Representations and The Children Act 1989 Representations Procedure (England) Regulations 2006.

4. **DECISION MADE BY:** Cabinet Member - Thriving Communities and Culture

5. **DECISION:**

RESOLVED -

To agree and adopt the complaints policy for Children's Residential Homes included at Appendix A in addition to the children and young people friendly version of the policy contained in Appendix B.

6. **REASON FOR DECISION**

Option 2 – Do nothing.

Option 1 is the preferred option; this is in order to demonstrate compliance with relevant legislation. If the Council's policy is not compliant, it will likely be criticised by the Ombudsman and regulators.

7. **ALTERNATIVE OPTIONS CONSIDERED**

Option 2 – Do nothing.

8. **INTERESTS AND NATURE OF INTERESTS DECLARED**

None

9. **PRINCIPAL GROUPS CONSULTED:** Not applicable

10. **DOCUMENT CONSIDERED:** DDR_Childrens Residential Homes Complaints Policy_19 December 2024_final.pdf