

## RECORD OF INDIVIDUAL EXECUTIVE DECISION MADE BY AN OFFICER

Decision Maker	Decision Type	Date
Steve Hughes, Assistant Director of Strategy and Performance	Administrative Decision	21.02.25

### Children's Residential Homes Complaints Policy

Exempt/Confidential Report		No
Key Decision		No

#### Decision

To agree and adopt the complaints policy for Children's Residential Homes in addition to the children and young people friendly version of the policy.

#### Reasons for the 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.

#### Options/Alternatives considered

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.

**Conflict of Interest declared**

None



**Steve Hughes, Assistant Director of Strategy and Performance**

**(Signature of A/Director)**



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**(In consultation with relevant Cabinet Member if required)**

**Decision made pursuant to:**

- a) General delegation under the Council's officer scheme of delegation.  
Non-contract decisions up to £250k.**