Ofsted-registered supported accommodation for looked-after children and care leavers aged 16 and 17

Document status

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Version

3

Updated

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Review due

September 2027, or sooner if law, guidance, risk or learning changes

Policy owner

Registered Service Manager

Service

Callum Security Solutions Ltd

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24/7 safeguarding, service and complaints contact: 07584 253800. Management escalation: Michael J. Callum, Nominated Individual, 07888 029557.

This controlled version replaces the previous complaints policy. Printed copies are uncontrolled and must be checked against the current service copy.

Policy statement

Callum Security Solutions Ltd welcomes complaints, compliments and representations as essential evidence about young people's lived experience. A complaint is never treated as disloyalty, challenging behaviour or a threat to placement stability. Young people will be listened to, supported to obtain advocacy and protected from reprisal, intimidation or disadvantage. The service will make concerns easy to raise, respond proportionately and promptly, investigate fairly, explain decisions in plain language, put things right and learn. No person who is the subject of a complaint will investigate or determine it, except that they may contribute to an informal resolution only where the Registered Person considers this appropriate and safe. Immediate danger or crime in progress: call 999. A concern that indicates abuse, exploitation, neglect, self-harm, unsafe practice or another safeguarding risk is acted on immediately under safeguarding procedures; it is not left waiting for the complaints timetable.

1. Purpose and outcomes

- Meet Regulation 31 of the Supported Accommodation (England) Regulations 2023 and the associated statutory Guide.
- Give every young person several safe, accessible and confidential ways to be heard, including independent routes.
- Separate service complaints, statutory children's social care complaints, safeguarding allegations and employment matters while coordinating them properly.
- Deliver fair, evidence-based findings and proportionate remedies within published timescales.
- Provide assurance to Ofsted, placing authorities and commissioners, including Central Bedfordshire Council (CBC), through defensible records, trend analysis and Regulation 32 learning.

2. Scope

This policy applies to complaints, concerns, compliments and representations about accommodation, support, staff

conduct, decisions, communication, privacy, equality, safety, property, money, food, repairs, visitors, routines, access to services, placement practice or any act or omission by the service or a person acting on its behalf. It applies across every setting and to face-to-face, telephone, written, online and social-media contact connected with the service.

It may be used by a current or former young person, a person acting on their behalf, parent or person with parental responsibility, advocate, social worker, personal adviser, placing/accommodating authority, commissioner, professional, visitor, neighbour or member of the public. A representative may complain with the young person's consent unless safeguarding, public-interest or legal duties justify action without it.

3. Definitions

Term

Meaning in this policy

Concern

A problem the person wants acknowledged or put right, whether or not they use the word complaint.

Complaint

An expression of dissatisfaction about an action, omission, standard of service or decision for which a response or remedy is sought.

Representation

A view, request or statement made by or on behalf of a young person about their support, rights or welfare; it may amount to a complaint.

Compliment

Positive feedback about an individual, team, setting or outcome.

Complainant

The person raising the matter, including a representative.

Remedy

Action that puts the person back, as far as possible, in the position they should have been in and prevents recurrence.

Term

Meaning in this policy

Working day

Monday to Friday, excluding bank holidays in England. Urgent safeguarding action is never limited to working days.

The service decides substance, not labels. A concern disclosed in conversation, key work, a house meeting, text, survey, body language or through an advocate is recorded and handled according to what the young person wants, subject to safeguarding duties.

4. Legal and regulatory framework

- The Supported Accommodation (England) Regulations 2023: Regulation 31 (complaints and representations), Regulation 27 (serious-event notifications), Regulation 32 (quality of support review), and the Leadership and Management, Protection, Accommodation and Support Standards.
- Guide to the Supported Accommodation Regulations including Quality Standards (Department for Education, March 2023).
- Children Acts 1989 and 2004; Children Act 1989 Representations Procedure (England) Regulations 2006; statutory children's social care complaints guidance.
- Care Planning, Placement and Case Review (England) Regulations 2010; Care Leavers (England) Regulations 2010; Working Together to Safeguard Children 2026.
- Equality Act 2010, Human Rights Act 1998, Data Protection Act 2018 and UK GDPR.

• Ofsted's current supported accommodation SCCIF and serious-incident notification guidance; Local Government and Social Care Ombudsman Complaint Handling Code where a complaint concerns a council.

Where a complaint is already being dealt with under the Children Act 1989 statutory representations procedure, Regulation 31 does not require the provider to duplicate that investigation. The service will cooperate, preserve evidence, continue support, implement any relevant action and ensure that no young person experiences reprisal.

5. Core rights and standards

Young person's right	Service commitment
To be heard	Listen without disbelief, blame or defensiveness; agree what outcome is wanted.
To choose how to complain	Accept speech, writing, text, email, symbols, interpreter, advocate, anonymous or third-party reports.
To support	Offer an independent advocate and reasonable adjustments; never require a young person to confront the person complained about.
To safety	Triage risk immediately; create a safety plan and refer to safeguarding agencies when required.
To fairness	Use an impartial investigator, disclose the substance fairly, test evidence and give reasons.
To no reprisal	No threat, sanction, withdrawal of support, poorer treatment, avoidable move, adverse record or retaliation.
To privacy	Share only what is necessary, explain limits to confidentiality and store records securely.
To challenge	Request review and approach the placing authority, advocate, Ofsted, police, safeguarding services or ombudsman as appropriate.

6. Accessibility and help to complain

At admission and at suitable intervals, staff explain the process using the Young Person's Guide and check understanding. Information is displayed in each setting and available in easy-read, large print, translated, audio, pictorial or other formats. Staff consider communication needs, disability, neurodivergence, literacy, language, culture, trauma, fear of authority and digital access.

• Any staff member receiving dissatisfaction must listen, thank the person, check immediate safety, explain choices and record it. They must not insist on a form or written account.

• The young person may choose a trusted staff member, advocate, social worker, personal adviser, solicitor, family member or other supporter and may meet in a private, neutral place.

• Staff will help make contact, provide a phone or internet access, post a letter, arrange an interpreter or scribe, and read the response aloud if wanted.

• A complaint may be withdrawn, but the service may still have to act on safeguarding, regulatory, contractual or public-interest concerns. The reason and decision are recorded.

7. Ways to contact the service

Route

Contact / action

Any staff member

Tell any member of staff in person, by telephone, message or during key work or a house meeting.

Email

info@calsecsolutions.com

24/7 safeguarding, service and complaints contact: 07584 253800. Management escalation: Michael J. Callum, Nominated Individual, 07888 029557.

Registered Service Manager: David Ramsay — direct complaints unless the complaint concerns him or there is a conflict.

Post

Callum Security Solutions Ltd, 4 Bilsworth, Tinkers Bridge, Milton Keynes, Buckinghamshire, MK6 3DH. Mark “Private: complaint” if preferred.

A complainant may use an external route at any time. Staff must not obstruct, discourage or monitor private contact with an advocate, social worker, Ofsted or safeguarding agency.

8. Immediate triage and safeguarding crossover

The receiver records the person’s own words and immediately considers: current danger; medical need; allegations against staff or the service; abuse, neglect, exploitation, bullying, discrimination or retaliation; self-harm or suicide risk; missing risk; unsafe accommodation; crime; evidence preservation; risk to other young people; and whether another agency must lead.

1. Make the situation safe and obtain emergency help. Call 999 for immediate danger or a crime in progress.

2. Inform the manager/on-call lead without delay. Do not question a child repeatedly, promise secrecy, confront an alleged

perpetrator or begin fact-finding that could compromise a safeguarding or police investigation.

3. Follow the Safeguarding and Child Protection Policy. Where an allegation concerns a person working with children,

consult/refer to the host authority LADO. Inform the placing authority and social worker subject to safety and lawful information-sharing.

4. The Registered Person assesses Regulation 27 notification. Allegations of abuse against the service or staff, and other

specified or serious events, are notified to Ofsted without delay and, where possible, within 24 hours under current Ofsted guidance.

5. Agree with safeguarding/police leads what part of the complaint can proceed. The complaints process may be paused

only where necessary; the complainant receives an explanation, review date, continuing updates and support. Protective action and service remedies do not wait unnecessarily.

9. Roles, independence and conflicts

Role	Accountability
All staff	Recognise and record dissatisfaction; protect the complainant; act on risk; preserve evidence; notify a manager; support access and advocacy.
Shift/setting lead	Ensure same-day triage, immediate action and handover; cannot suppress or privately dispose of a complaint.
Registered Service Manager (RSM)	Own the register, allocate an independent investigator, control timescales, quality-assure responses, implement actions and report themes.
(NI)	Handle conflicts or complaints about the RSM; commission external investigation where necessary; determine Stage 3 reviews; assure governance.
Investigator	Declare conflicts, plan proportionately, keep an audit trail, hear all relevant accounts, test evidence and make reasoned findings on the balance of probabilities.
Registered Person	Ensure regulatory compliance, non-reprisal, Ofsted summaries and integration with Regulation 32 review.

A person complained about must not investigate, decide, quality-assure or control evidence. They may provide an account and comment on relevant factual allegations. Complaints about both senior leaders, systemic governance or matters where internal independence could reasonably be doubted will be assigned to a suitably skilled external investigator or independent senior person.

10. Procedure and service standards

Stage	Action	Target
Immediate triage	Safety, safeguarding, conflict and notification assessment; acknowledge receipt verbally where possible.	Same day / immediately for risk
Stage 1 — early resolution	With consent, a manager not conflicted listens, agrees outcome, takes practical action and records the result. Serious, repeated or disputed matters go straight to Stage 2.	Acknowledge within 2 working days; aim to conclude within 5 working days
Stage 2 — formal investigation	Written terms, impartial investigation, evidence-based findings, remedy and action plan.	Acknowledge within 2

working days; full response
within 20 working days
Stage 3 — review
Independent review of fairness, evidence, findings, remedy and process;
further enquiries if needed.
Request normally within 10
working days; response
within 15 working days
External escalation
Placing/accommodating authority, statutory complaints route, Ofsted,
safeguarding agencies, police or LGSCO as applicable.
Available at any point;
urgent routes are
immediate

Targets are service commitments, not reasons to rush or curtail safeguarding. If delay is unavoidable, the complainant is told before the deadline why, what has been completed, who is responsible, the revised date and how to escalate. Stage 2 should not normally exceed 30 working days without Nominated Individual authorisation and a documented exceptional reason.

10.1 Stage 1 — early resolution

Early resolution is optional and must never be used to minimise a serious concern or require mediation. The person handling it will clarify the issue and desired outcome, check risk, offer advocacy, take agreed action, confirm the outcome in the preferred format and ask whether the person is satisfied. If not, it is escalated promptly to Stage 2 without requiring the complaint to be repeated.

10.2 Stage 2 — formal investigation

6. Acknowledge the complaint, provide a reference, name the complaint lead, restate the issues and desired outcomes,

explain confidentiality and advocacy, and invite corrections.

7. Appoint an investigator with sufficient authority, competence and independence. Record conflict checks. Set terms of

reference and an investigation plan.

8. Secure relevant records, messages, rotas, CCTV where lawfully held, policies, risk assessments, case notes and

physical evidence. Preserve originals and record provenance.

9. Interview the complainant in their preferred way and speak separately with relevant people. Avoid leading or repeated

questioning. Give the subject a fair opportunity to respond without disclosing unnecessary personal information.

10.

Distinguish fact, opinion, hearsay and missing evidence. Apply the civil standard—the balance of probabilities—to each issue. A lack of corroboration does not automatically mean a young person is not believed.

11.

Reach a finding for each issue: upheld, partially upheld, not upheld, or unable to determine. “Not upheld” does not mean malicious or false. Identify service and safeguarding learning regardless of outcome.

12.

Quality-assure the draft for independence, accessible language, evidence, data protection, remedy, deadlines and external escalation information.

13.

Send or explain the outcome safely and check understanding. Record delivery, the person's response and whether a review is requested.

10.3 Formal outcome and remedies

The outcome states: the complaint and scope; who investigated; evidence considered and any limits; finding and reasons on each point; immediate and longer-term action; apology where appropriate; remedy owner and deadline; learning; Stage 3 route; and external options. It must not disclose confidential employment action or another young person's private information.

• Possible remedies include a clear apology, explanation, restored access or property, correction of inaccurate records, replacement or reimbursement subject to authority, repair, additional support, risk-plan change, staffing or rota adjustment, training, supervision, policy change, commissioning discussion and monitoring.

• The remedy should address personal injustice and underlying system failure. An apology is not withheld merely because other enquiries continue.

• Action owners provide completion evidence. Overdue actions are escalated to the Nominated Individual and remain open on the tracker until verified.

10.4 Stage 3 — review

A review may be requested verbally or in writing because the process was unfair, relevant evidence was missed, findings were unreasonable, the remedy was inadequate, actions were not completed or new evidence is available. Late requests are accepted where vulnerability, disability, advocacy delay, trauma or other good reason applies.

The reviewer must not have handled the earlier stages. They may confirm, vary or overturn findings; require further investigation; substitute or strengthen remedies; or commission external review. The final response explains what was reviewed, the decision and remaining external routes. Stage 3 is the end of the provider's internal process, not a restriction on statutory or regulatory rights.

11. Special circumstances

11.1 Anonymous and third-party complaints

Anonymous complaints are risk-assessed and investigated as far as evidence permits. Anonymity is not a reason to ignore credible information. The service records what was considered, action and limitations. Where contact is possible, the person is invited to use a safe channel. A third-party complaint is handled with the young person's consent where appropriate, but risk may require action without consent; this is explained wherever safe.

11.2 Complaints about staff or leaders

• Complaint about a staff member: allocated by the RSM to an independent manager/investigator.

• Complaint about the RSM: sent directly to Michael J. Callum, Nominated Individual, and not screened by the RSM.

• Complaint about the Nominated Individual or both senior leaders: refer to the Registered Person's governance route and appoint an external investigator; notify the placing authority and Ofsted where required.

• Employment or disciplinary action runs separately. The complainant receives an outcome about their complaint and safety but not confidential HR details.

11.3 Complaints involving another resident or an external service

The service remains responsible for safety and its own actions. It will not disclose one young person's confidential information to another. Where the issue primarily concerns a landlord, health service, education provider, police, council or commissioned partner, staff will obtain consent where appropriate, make a warm referral, share necessary evidence, track the response and address any part within the service's control. The complainant is not passed from agency to agency without help.

11.4 Historic complaints and former residents

There is no provider-imposed absolute time bar. Delay may affect available evidence, but vulnerability, trauma, lack of knowledge or fear may explain late disclosure. The service investigates as fully as practicable, records limitations and acts on current risk and learning. Former residents receive the same respect, advocacy signposting and non-retaliation protections.

11.5 Unreasonably persistent contact or unacceptable behaviour

A complaint is never labelled “vexatious” simply because it is repeated, emotional, difficult or critical. Before restricting contact, the service considers unmet need, communication barriers, trauma, disability, whether promised action is overdue, and whether the complaint reveals safeguarding or systemic concerns.

Threats, harassment or conduct that seriously impedes the service may be managed through a proportionate written contact plan authorised by the Nominated Individual. It will specify behaviour, channel, named contact, duration and review date, preserve access for new safeguarding matters and reasonable adjustments, and explain how to challenge the restriction. It must never reduce the young person’s support or emergency access.

12. Central Bedfordshire Council placements and commissioning

When CBC is the placing/accommodating authority, Callum Security Solutions remains accountable for investigating complaints about its own service. CBC remains responsible for its statutory decisions, care planning, placement oversight and statutory children’s social care complaints duties. The two routes may run together without duplication, drift or gaps.

Issue	Lead / interface
Provider support, staff, premises or practice	Callum Security Solutions leads under this policy and keeps CBC’s social worker/commissioner informed where relevant and lawful.
CBC decision, social work, care plan or council service	Support the young person to contact CBC Customer Relations / statutory children’s complaints route; cooperate and provide records.
Safeguarding in Milton Keynes	Milton Keynes is the host safeguarding authority; use its MASH/LADO pathway while also informing CBC as placing authority.
Contractual or quality concern	Notify and cooperate with the CBC commissioner/contract manager in accordance with the placement contract, without replacing the young person’s complaint rights.
Placement stability	No avoidable notice or move because a complaint was made. Any suitability or safety review is multi-agency, evidenced and child-centred.

CBC Customer Relations: Customer.Relations@centralbedfordshire.gov.uk / 0300 300 4995. The young person’s allocated social worker or personal adviser remains the first named statutory contact. Current council details should be checked before use.

13. External advice, escalation and emergency contacts

Organisation	Purpose / contact
Emergency services	999 — immediate danger, serious injury or crime in progress. Police non-emergency: 101.
Milton Keynes MASH	Host-authority safeguarding referral: 01908 253169 / 01908 253170; children@milton-keynes.gov.uk. Out of hours: 01908 265545.

Milton Keynes LADO
Allegations about a person who works with children: 01908 254307; LADO@milton-keynes.gov.uk.
Ofsted
Regulator of supported accommodation. 0300 123 1231; enquiries@ofsted.gov.uk; Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD. Ofsted uses information for regulation and may not resolve an individual dispute.
Organisation
Purpose / contact
Children's Commissioner — Help at Hand
Free, impartial advice for children in care, children living away from home and care leavers: 0800 528 0731; help.team@childrenscommissioner.gov.uk.
Central Bedfordshire Council
Customer Relations: 0300 300 4995; Customer.Relations@centralbedfordshire.gov.uk.
Local Government and Social Care Ombudsman
Complaints about a council after its process: 0300 061 0614; www.lgo.org.uk. The Ombudsman is not the appeal body for this provider's private decisions.
Childline
0800 1111 — free confidential support for children and young people.
The service will verify public contact details at each annual review and update the Young Person's Guide and displays promptly if details change.

14. Confidentiality, consent and information sharing

Complaint information is restricted to those who need it to protect a child, investigate fairly, discharge legal duties or implement action. Staff explain that absolute confidentiality cannot be promised where someone may be at risk or the law requires disclosure. The lawful basis, necessity, proportionality, consent position and recipients are recorded for significant sharing decisions.

- Complaint records are kept separate where appropriate from day-to-day notes, with a necessary factual entry in the young person's record when relevant to support or safety.
- Access, rectification and other information rights are handled under data-protection procedures. A disagreement is not erased; the record may be corrected or annotated.
- Information supplied to Ofsted or commissioners is anonymised where possible, unless identifiable information is necessary and lawful.
- Staff must not discuss complaints in communal areas, personal messaging accounts or unofficial systems.

15. Recording, retention and audit trail

Every complaint—including informal, anonymous, withdrawn and externally led matters—is entered on the central register and linked to supporting evidence. The record must show:

- unique reference; date/time and channel; complainant and young person; exact issues and desired outcome; consent and accessibility needs;
- immediate risk triage, protective action, safeguarding referral, police involvement and Regulation 27 decision with rationale;
- conflict check; stage; investigator; terms; evidence; contacts and updates; pauses/extensions and reasons;
- finding on each issue; response date; remedy; action owner/deadline/completion proof; review/escalation; satisfaction

or feedback;

• any allegation of reprisal and action; learning category; links to incident, case, HR or commissioning records without unnecessary duplication.

Records are signed/dated or electronically attributable, factual and tamper-evident. Retention follows the service retention schedule, legal obligations, limitation and safeguarding needs. Complaint records relevant to a child's life history or support are cross-referenced to the child's case record, whose statutory retention requirements are observed.

16. Non-reprisal and welfare monitoring

Any actual or suspected reprisal is treated as a serious concern and separately investigated. Managers monitor the young person's wellbeing, support, access to money and services, staff interactions, sanctions, incident reporting and placement decisions during and after the complaint. The young person is offered a named safe contact and advocacy. Staff retaliation may lead to safeguarding and disciplinary action.

17. Learning, governance and Regulation 32 assurance

Frequency

Control

After each complaint

Confirm safety, remedy and action completion; share learning with the young person and relevant staff without breaching privacy.

Monthly

RSM reviews volumes, themes, protected characteristics, setting/staff patterns, repeat issues, timeliness, outcomes, advocacy, retaliation, overdue actions and near misses.

Quarterly / governance

The Nominated Individual tests sample files for voice, independence, evidence, reasoning, notifications, remedy and completion; challenges outliers and commissions thematic review where needed.

At least every 6 months

Use complaint and compliment evidence in the Regulation 32 quality-of-support review and resulting improvement plan.

On Ofsted request

Supply a statement summarising complaints made in the previous 12 months and action taken, as Regulation 31 requires.

Numbers alone do not define quality. A low complaint rate may indicate fear or inaccessibility. Leaders triangulate complaints with surveys, house meetings, incidents, safeguarding, missing episodes, restraint, placement endings, staff turnover, advocacy and commissioner feedback. Learning is tracked to demonstrable impact, not closed when an email is sent.

18. Compliments and positive feedback

Compliments are recorded with consent, shared with the relevant person/team and analysed for practice worth repeating. They do not offset or dilute complaints. Young people are never pressured to give positive feedback or identifiable testimonials. Compliments, representations and suggestions inform service development and Regulation 32 review alongside complaints.

19. Staff competence and supervision

All staff receive induction and refreshers on recognising complaints, child-centred listening, advocacy, equality and accessibility, professional boundaries, non-reprisal, safeguarding crossover, evidence preservation, recording and escalation. Investigators receive additional training in fair process, trauma-informed interviewing, weighing evidence, data protection and reasoned writing. Supervision tests whether staff can explain the process in plain language and respond

safely to a disclosure.

20. Monitoring compliance and policy review

The RSM monitors this policy and the Nominated Individual provides governance challenge. The policy is reviewed at least annually and sooner

following serious or repeated complaints, a safeguarding review, inspection finding, commissioner feedback, legal/guidance change or evidence that the procedure is inaccessible or ineffective. Young people's feedback informs review. Updated contact sheets may be issued without waiting for the annual review, with version control maintained.

Appendix 1 — Young person's quick guide

You have the right to say when something is wrong. You will not get into trouble, lose support or be moved just because you complain.

You can:

- tell any member of staff, speak to David Ramsay, contact Michael J. Callum, phone, text, email or write it down;
- ask an advocate, social worker, personal adviser, family member or trusted person to help or speak for you;
- complain anonymously, use your own language or communication method, and ask for information in an accessible format;
- go straight to safeguarding services, police, Ofsted or your council if you do not feel safe using our process.

What happens next:

We check that you and others are safe and ask what you want to happen.

We confirm your complaint within 2 working days and tell you who is dealing with it.

We listen, collect relevant information and keep you updated. The person you complain about will not investigate it.

We explain what we found, why, what we will do and how you can ask for a review.

We check that actions happen and that nobody treats you badly for speaking up.

Need help now?

24/7 service and complaints contact

07584 253800

Management escalation - Michael J. Callum, Nominated Individual

07888 029557

Ofsted

0300 123 1231

Help at Hand advocate/advice

0800 528 0731

Childline

0800 1111

Appendix 2 — Complaint / representation form

Field

Details

Your name (optional)

Young person's name, if different
Safe way and time to contact you
Do you need an advocate, interpreter or adjustment?
What happened? Include dates/places if known.
Who was involved?
Are you or anyone else unsafe now?
What would you like to happen?
Who may we share information with?
Signature / preferred confirmation and date

You do not have to complete this form. You can tell us in any way. Staff receiving a verbal complaint should complete a record in the person's own words, read it back or otherwise check accuracy, and give them a copy if safe and wanted.

Appendix 3 — Manager's intake and investigation checklist

Control
Evidence / date / initials
Complaint captured in the person's own words and desired outcome agreed
Immediate safety, medical need and safeguarding triage completed
Consent, confidentiality limits, communication needs and advocacy addressed
Regulation 27 / Ofsted notification decision recorded
Placing authority / CBC / host authority / police / LADO contacts considered
Stage and investigator set; subject excluded from consideration; conflicts recorded
Acknowledgement, scope, reference, timetable and update plan issued
Evidence secured and investigation plan completed
Complainant and relevant persons heard safely and separately
Finding and reasons for every issue; limitations identified
Outcome quality-assured for fairness, privacy, accessibility and external routes
Remedy/action owners, deadlines and verification set
Non-reprisal and welfare check completed
Review request / external escalation recorded
Learning coded, shared and added to governance / Regulation 32 review

Appendix 4 — Finding and outcome standard

Finding
Use when
Upheld
The evidence shows it is more likely than not that the complained-of failure occurred.
Partially upheld
Some material elements are established or the outcome was affected, but not every allegation is proven.
Not upheld
The available evidence does not show the alleged failure on the balance of probabilities. This is not a finding that the complaint was dishonest.
Unable to determine
Material evidence is unavailable or equally balanced so a fair finding cannot be reached. Safety action and service learning may still be required.

Every final response must answer:

- What did the person complain about and what outcome did they seek?
- What evidence was considered and what evidence was unavailable?

- What is the finding on each issue and why?
- Was policy, law, placement planning or expected practice followed?
- What immediate and systemic remedy will happen, by whom and when?
- How will completion and non-reprisal be checked?
- How can the person request Stage 3 review or use external routes?

Appendix 5 — Statutory and practice references

- The Supported Accommodation (England) Regulations 2023, especially regulations 27, 31 and 32:

legislation.gov.uk/uksi/2023/416/contents.

- Department for Education, Guide to the Supported Accommodation Regulations including Quality Standards, March

2023.

- Ofsted, Social care common inspection framework: supported accommodation for looked-after children and care

leavers aged 16 and 17, updated 1 April 2026.

- Ofsted, Report a serious incident in a supported accommodation service; and Ofsted complaints procedure.
- Central Bedfordshire Council, complaints/customer feedback and advocacy information.
- Children’s Commissioner for England, Help at Hand.
- Local Government and Social Care Ombudsman, Complaint Handling Code and council complaints service.

Reference position checked: 19 September 2026. Operational contact details and online forms must be verified at the point of use. This policy does not replace professional judgement, statutory safeguarding procedures or legal advice.