

Unit Title:	Develop procedures and practice to respond to concerns and complaints
Sector unit number	O1
Level:	5
Credit value:	6
Guided learning hours:	40
Unit Reference Number:	J/602/2336

Unit purpose and aim

The purpose of this unit is to assess the learner's knowledge, understanding and skills required to developing, implementing and reviewing procedures and practices to address concerns and complaints. It covers the relevant regulatory requirements, codes of practice and relevant guidance, and analyses the impact of these on service provision.

Learning Outcomes	Assessment Criteria	Exemplification
<p>The Learner will:</p> <p>1 Understand the regulatory requirements, codes of practice and relevant guidance for managing concerns and complaints</p>	<p>The Learner can:</p> <p>1.1 Identify the regulatory requirements, codes of practice and relevant guidance for managing concerns and complaints in own area of work</p> <p>1.2 Analyse how regulatory requirements, codes of practice and relevant guidance for managing concerns and complaints affect service provision within own area of work</p>	
<p>2 Be able to develop procedures to address concerns and complaints</p>	<p>2.1 Explain why individuals might be reluctant to raise concerns and make complaints</p> <p>2.2 Outline steps that can be taken to encourage individuals to raise concerns or complaints</p> <p>2.3 Work with others in the development of procedures to address concerns and complaints</p> <p>2.4 Ensure information on how to raise concerns and make complaints is</p>	<p>Others may include:</p> <ul style="list-style-type: none"> • Workers / Practitioners • Carers • Significant others • Other professionals • People who use services

Learning Outcomes	Assessment Criteria	Exemplification
	<p>available in accessible formats</p> <p>2.5 Review the procedures that have been developed against regulatory requirements, codes of practice and relevant guidance</p>	
<p>3 Be able to lead the implementation of procedures and practice for addressing concerns and complaints</p>	<p>3.1 Promote a person centred approach to addressing concerns and complaints</p> <p>3.2 ensure that others are informed about the procedure for raising concerns or making complaints</p> <p>3.3 Use supervision to support workers to recognise and address concerns and complaints.</p> <p>3.4 Implement systems and procedures which address concerns and complaints and fully inform the complainant of the outcome within agreed time frames</p>	
<p>4 Be able to review the procedures and practices for addressing concerns and complaints</p>	<p>4.1 Monitor the use of systems for addressing concerns and complaints</p> <p>4.2 Evaluate the effectiveness of systems for addressing concerns and complaints</p> <p>4.3 Involve others in the review of procedures and practices for addressing concerns and complaints.</p> <p>4.4 Show how own management practice has provided a culture where the organisation can learn from concerns and complaints</p> <p>4.5 Demonstrate how recommendations from concern and complaint investigations have been used to improve the quality of service</p>	

Assessment

This unit needs to be assessed in line with the Skills for Care and Development QCF Assessment principles.

Assessment decisions for competence based learning outcomes (eg those beginning with 'Be able to') must be made in a real work environment by an occupationally competent assessor. Any knowledge evidence integral to these learning outcomes may be generated outside of the work environment but the final assessment decision must be within the real work environment.

This unit is competence based. This means that it is linked to the candidate's ability to competently perform a range of tasks connected with their work. This unit may be assessed using any method, or combination of methods, which clearly demonstrates that the learning outcomes and assessment criteria have been met. This unit requires workplace assessment of occupational competence.

Competence based assessment must include direct observation as the main source of evidence.

Guidance on assessment and evidence requirements

OCR does not stipulate the mode of delivery for the teaching of the content of this unit. Centres are free to deliver this unit using any mode of delivery that meets the needs of their candidates. Centres should consider the candidates' complete learning experience when designing learning programmes.

Details of relationship between the unit and national occupational standards

This unit has been developed by Skills for Care and Development in Partnership with Awarding Organisations. It provides a key progression route between education and employment (or further study/training leading to employment). It is directly relevant to the needs of employers and relates to national occupational standards developed by Skills for Care and Development.

As such, the unit may provide evidence for the following national occupational standards in the children and young people's workforce developed by Skills for Care and Development.

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Administrative Guide for Vocational Qualifications*' (A850).

The *OCR Children and Young People's Workforce Centre Handbook* contains important information for anyone delivering, working towards or involved with the Children and Young People's Workforce qualifications, of which this unit forms a part. This can be downloaded from OCR's website www.ocr.org.uk.

This unit is a shared unit. It is located within the subject/sector classification system 01 Health, Public Services and Care and 01.5 Child Development and Well Being.