

Complaints

If parents, carers and /or young people want to pursue a complaint through the NHS Complaints process please contact:

Norwich, North, South and West Norfolk CCGs, Patient Services Team:

Email: nelcsu.angliacomplaints@nhs.net Telephone: 01603 595857

Great Yarmouth & Waveney Patient Advice and Liaison Service:

Email: GYWCCG.complaints@nhs.net Telephone: 01502 719567



If a satisfactory conclusion is not reached then families will be directed to the Ombudsman as outlined in the complaints information.

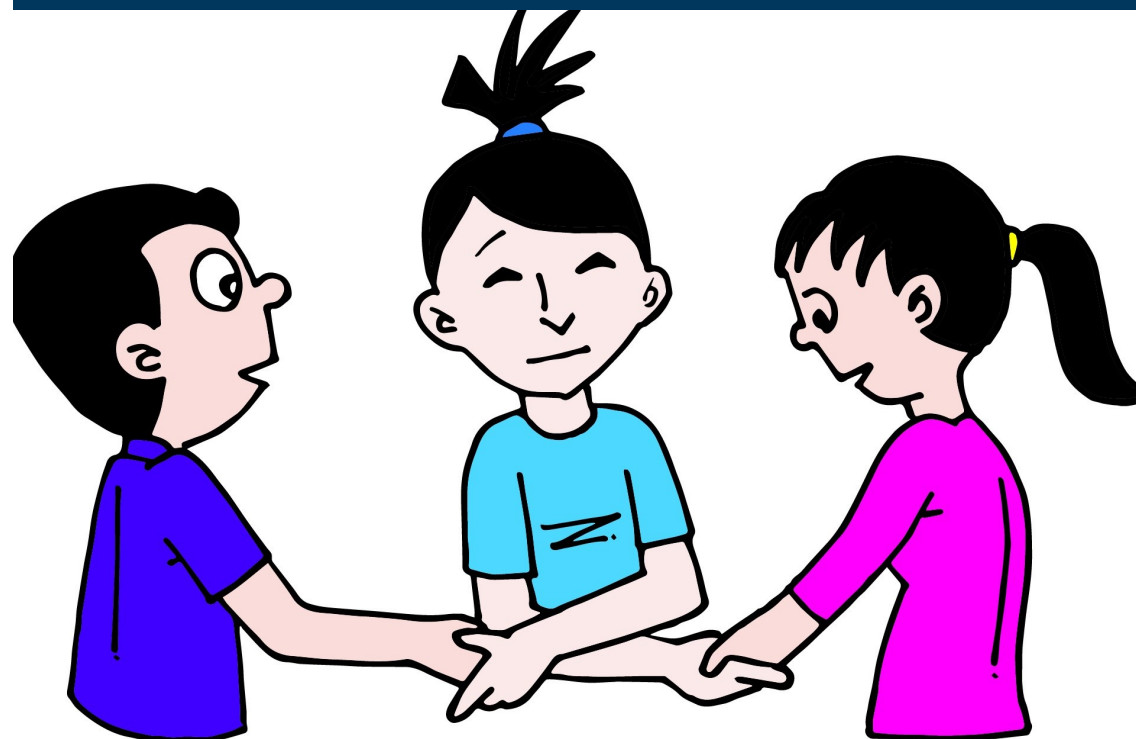
There may also be times when NHS organisations and the Local Authority dispute who has responsibility for meeting the identified care needs of a child/ young person.

KIDS also offer a mediation service to the Local Authority and CCGs where they are in disagreement regarding responsibility and service provision. In this case they will coordinate a meeting between the agencies and CCGs to help resolve these type of disagreements which do not usually involve the family.

KIDS is a registered charity. Registered Charity Number 275936

NHS

**Great Yarmouth and Waveney
North Norfolk, South Norfolk
Norwich, West Norfolk**
Clinical Commissioning Groups



**Children and Young people's Continuing
Care - Mediation Process**

Unhappy with a decision?

If you are unhappy with a decision about your child or young person's level of support from the Continuing Care Service across Norfolk and Waveney then a fully impartial mediation service is available.

A continuing care package is provided when a child or young person (up to their 18th birthday) has needs arising from disability, accident or illness that cannot be met by existing universal or specialist health services alone.

This is assessed by using the Department of Health (DOH) National Framework for Children and Young people's Continuing Care, 2016. (www.gov.uk/government/publications/children-and-young-peoples-continuing-care-national-framework)

In Norfolk a panel of clinicians consider the health needs of each child and make recommendations on whether they are eligible for Continuing Care. Each individual Clinical Commissioning Group (CCG) will decide whether to accept these recommendations.

Parents, carers and young people are informed of the decision made by the Norfolk panel and their CCG. This will be by telephone and/or face to face meeting with identified lead clinician followed up in writing with a formal letter. They will also be informed of the options open for appealing the decision, either through the complaints system or by accessing the formal independent mediation service provided by KIDS.. KIDS, are a national charity working with children and young people with special educational needs and disabilities.”

There may be times when parents, carers and young people are not happy with the decision and level of support offered and provided.



Norfolk Local Offer

Resolving disagreements

All available possibilities should be explored to resolve any disagreements. If however all avenues have been exhausted and there is still no agreement, then there are two options open to families and carers:

- Mediation through KIDS impartial Mediation Services.
- NHS Complaints process through local CCG Patient advice and Liaison Service (PALS) or complaints team

Mediation

KIDS Mediation Service has been commissioned by Norfolk County Council and the Norfolk & Waveney CCGs to provide an independent mediation service for families in Norfolk. They are also the independent mediation service in Norfolk for disputes about Special Education Needs and Disability relating to children and young people.

This service is free of charge for parents, carers, children and young people.

When parents, carers and/or young people would like to pursue mediation about their continuing care package or decision please contact:

KIDS Mediation Tel 03330 062 835 or go onto the website; www.kids.org.uk/mediation Email: senmediation@kids.org.uk

Following contact from families KIDS will:

- Contact the Norfolk SEND Partnership and the Designated Clinical Officer for Norfolk and Waveney CCGs.
- Gather information and coordinate a mediation meeting with relevant parties to reach a solution.

www.kids.org.uk/regional-mediation

