

Complaints, Comments, Compliments

Guide and feedback form

At UK Fostering we strive to provide the highest standard of service to children, parents, foster carers and Local Authorities.

We encourage feedback from everyone who receives services from us. We are proud to note that over the years we have received overwhelmingly positive reactions.

Maybe you feel we have done something badly or should have provided something in addition to what you received. Maybe you want to make a comment about a particular issue or pay us a compliment about something we have done really well.

Who can make a complaint?

- a) Any child who is being looked after by UK Fostering or a person acting on their behalf.
- b) A parent of his or her or person with parental responsibility.
- c) Any UK Fostering or family member.
- d) Any UK Fostering staff member.
- e) Any person which UK Fostering considers has sufficient interest in a child's welfare to warrant his or her representations being considered by them.

How to make a complaint?

You can call our office and ask to speak to the Complaint Officer or if he/she is not available, speak to a Senior Manager. Alternatively you can use this leaflet and return it to us.

The complaints procedure

There are a maximum of three stages, but a complaint can be resolved and completed at any stage, depending on whether the people involved agree on the outcome.

Stage 1 (informal)

Most complaints are resolved at this stage. UK Fostering will always try and resolve a complaint at stage 1 by meeting face to face with the complainant and if appropriate a mediator. The meeting should take place within 10 working days from the time of receiving your complaint.

If the problem cannot be resolved informally and the complainant wishes to take the matter further, the complaint will move to stage 2. If the complainant is a child, he/she will be given help to express his/her views clearly, with the help of an advocate if necessary.

Stage 2 (formal)

The complaint will be investigated by the UK Fostering Complaints Officer, or in some cases this may be an independent investigating person, who would consider the complaint and formulate a response within 28 days. Before the expiry of the 28 day period the agency should inform the following persons:

- a) The complainant.
- b) If different, the person on whose behalf the complaint was made unless the agency considers he/she is not of sufficient understanding, or that it might be likely to cause serious harm to his/her health or emotional condition.
- c) The independent person
- d) Any other person whom UK Fostering considers has sufficient interest in the case (e.g. in the case of a looked after child, the responsible authority).

The information should include the proposed result of the agency's consideration of the complaint. At the same time, the complainant should be informed of his/her right to ask, within 28 days, to have the complaint referred further to a complaints panel if he/she is unhappy with the agency's decision.

Stage 3 (formal)

If the complainant does exercise his/her right to stage 3 and informs the Agency (in writing and within 28 days of completion of stage two) that he/she is dissatisfied, the matter should be referred to a complaints panel, where he/she may be able to have their complaint considered. The panel should include an independent person (who may not necessarily be the same person who acted as an independent person at the first stage).

Within 24 hours of the panel meeting their recommendations and their reasons for reaching such recommendations should be sent to:

- a) The Directors of UK Fostering.
- b) The complainant.
- c) The (original) independent person, if different from the independent person on the panel.
- d) Any other person whom the agency considers has sufficient interest in the case (e.g. the Local Authority).

Appointment of Independent Persons

UK Fostering will appoint an independent person to take part in all formal stages of the Agency's consideration of a complaint.

If a complaint is made against the Responsible Individual, then the other UK Fostering Directors / COM will be involved in identifying an independent senior person to act as a Complaints Officer who is totally independent of the Agency. Any recommendation made by the independent person or complaints panel will be considered by the other directors for the appropriate course of action and Ofsted will be informed of the outcome immediately.

Contact details of Ofsted:

Ofsted
Piccadilly Gate 4
Store Street
Manchester
M1 2WD

Email: enquiries@ofsted.gov.uk
Tel. 0300 123 1231

Complaints, Comment and Compliment Form

I am making a (please tick one box):

Complaint

Comment

Compliment

Your Details: Title _____ First Name _____

Last Name _____

Address _____

_____ Post Code _____

Telephone _____ Mobile _____

Email _____

I am a (please tick one box):

Foster Carer

Child/Young Person

Local Authority

Other, Please specify _____

Your Complaint, Comment or Compliment

(If you are making a complaint, please be specific what you are complaining about.
Tell us what in your view went wrong.)

Please use a separate sheet of paper if necessary.