



FF

the
Fostering
Foundation

Laying Foundations for the Future

What to do if you have a
complaint or a compliment

What are complaints?

At The Fostering Foundation 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 or engages with the agency. We are proud to note that over the years we have received overwhelmingly positive feedback from various stakeholders, most notably the children and young people we serve.

Maybe you think we could have done things better or indeed 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 or something we could learn from.

Who can complain?

- Any child who is being looked after by The Fostering Foundation or a person acting on their behalf.
- A parent of the child, or person with parental responsibility.
- Any carer within The Fostering Foundation or family member.
- Any staff member from The Fostering Foundation.
- Any person which The Fostering Foundation considers has sufficient interest in a child's welfare to warrant his or her representations being considered by them.

How do I complain?

You can ring us on 01179673744 or 01822 618068 or
You can email us – communications@fosteringfoundation.co.uk

If you wish to speak to a senior manager about a complaint, please advise a member of staff who will give you their contact details or ask them to contact you.

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. The Fostering Foundation 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 Fostering Foundation 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 The Fostering Foundation 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 they remain dissatisfied, the matter should be referred to a complaints panel, where they may be able to have their complaint reconsidered. The panel should include an independent person (who may not necessarily be the same person who acted as an independent person at stage 2). Within 24 hours of the panel meeting their recommendations and their reasons for reaching such recommendations should be sent to:

- a) The ADM and Director of The Fostering Foundation
- 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

The Fostering Foundation 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 The Fostering Foundation Director or ADM 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.

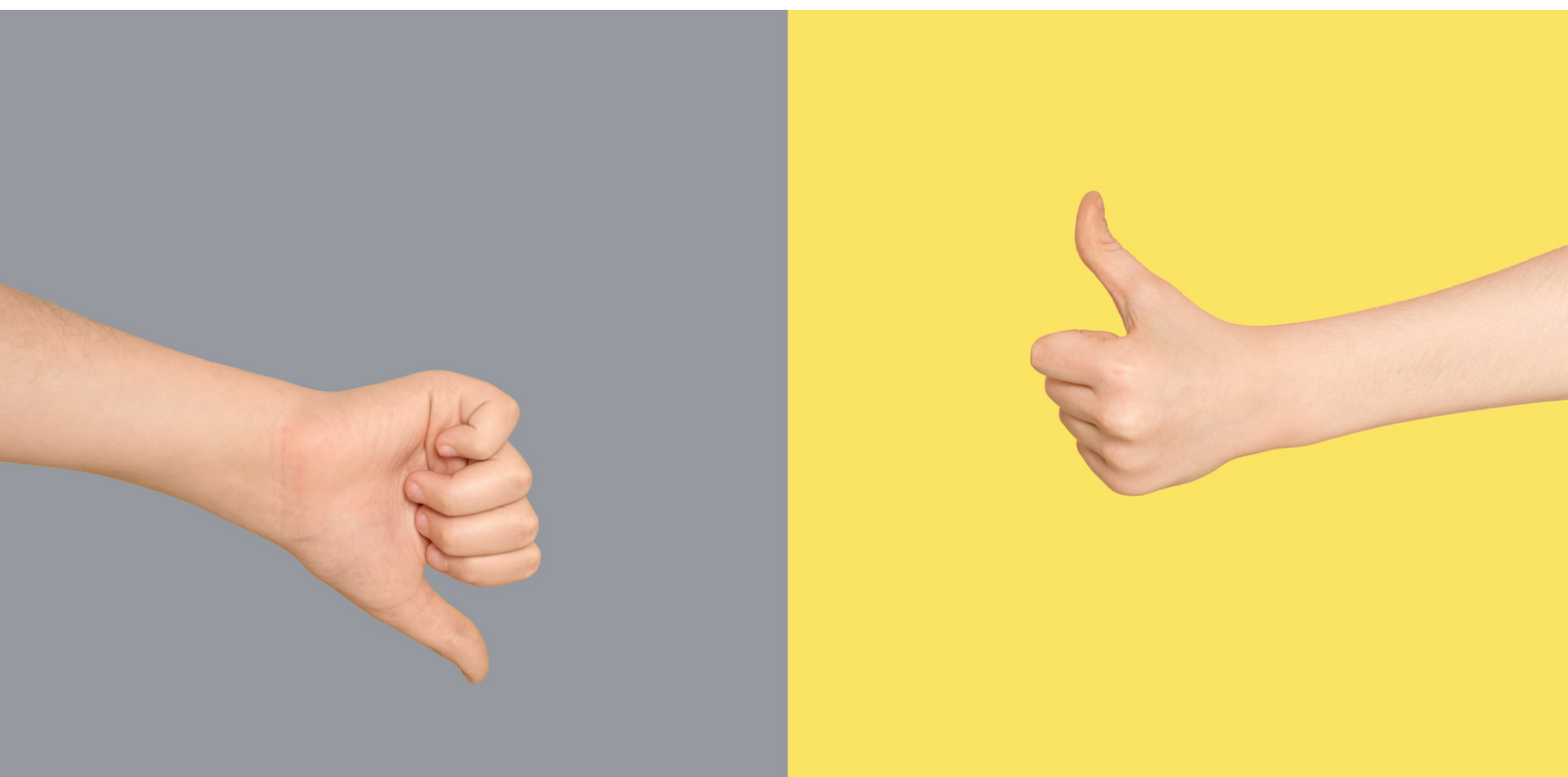
What happens after I have complained?

At The Fostering Foundation we always try to establish positive and professional relationships with the people we work with. We realise there may be times when you feel we could do things better. If you do make a complaint we will take it seriously and we will work to resolve your complaint in a positive way.

We hope, that while your complaint is being investigated, and after your complaint has been dealt with, we can continue to work together.

Compliments

We like to receive these too. You can give us feedback about any aspect of the service we provide by contacting us directly. See details overleaf.



Contact information

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Call us
today!

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Providing care
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