



## Compliments, Comments & Complaints

Your views are important...

At Faith in Families we welcome your comments about the services we offer. Your views help us to make sure that we are giving the best service we can, and are important in letting us know where we may need to make changes.

This leaflet tells you how to make comments, complaints, or compliments about Faith in Families.

If you need help to understand this leaflet, please tell us or ask someone to contact us on your behalf.

If you are a child or a young person we want to hear from you too.

Faith in Families aims to offer the best possible services and seeks to work in partnership with all those who use its services.

The Agency regularly asks people to comment on the services as they receive them, and service users are involved in delivering, for example, Preparation Groups for adopters, and are represented as members of the Adoption Panel and the Board of Trustees.

Faith in Families is particularly fortunate in having contact with service users which lasts over many years, and they will have a valuable long-term view of the Agency to share with us.

However, we welcome the views of everyone who receives a service, or wishes to represent a view on behalf of someone else who is receiving a service.

Comment: share your views with us, if you have a concern, or an idea for improving our services

Compliments: praise a particular service or a member of staff

Complaints: about a service, or the way you have been treated

Another person may make representation on your behalf

Whether you want to share a complaint, a concern, or a compliment, you may choose to speak to the person working with you, usually your social worker or you may choose to contact the Adoption Manager of this Adoption Agency. You can share your views with us by telephone, email, in a letter, or by asking to meet with us.

If your concern is about the Adoption Manager then your complaint can be directed to the Head of Professional Services at Faith in Families. A complaint against the Head of Professional Services can be directed to the Chief Executive Officer (who is also the Responsible Individual of the Agency).

We understand that sometimes it is not easy to say what you feel to the people who provide your service. If you need help, advice, or someone to help you make your views known, you can also contact:-

OFSTED National Business  
Unit  
Picadilly Gate  
Shore Street  
Manchester  
M1 2WD  
Tel: 0300 123 4666

First4Adoption  
48 Mecklenburgh Square  
London  
WC1N 2QA  
Tel: 0300 222 0022  
email: [helpdesk@first4adoption.org.uk](mailto:helpdesk@first4adoption.org.uk)  
website: [www.first4adoption.org.uk](http://www.first4adoption.org.uk)

email: [CEI@ofsted.gov.uk](mailto:CEI@ofsted.gov.uk)  
website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

If you are a child or a young person you can contact the Children's Rights Director at:-

The Children's Commissioner for England  
Sanctuary Buildings  
20 Great Smith Street  
London  
SW1P 3BT

Tel: 020 7783 8330  
Website: [www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk)  
Email: [info.request@childrenscommissioner.gov.uk](mailto:info.request@childrenscommissioner.gov.uk)

As a child or young person you may be able to contact other people who are listed in our special leaflet for children and young people, and on page 8/9 of this leaflet.

## Complaint

### What is a complaint?

"Making a complaint" is about telling someone that you are not satisfied with something. It may be about an unwelcome, or a disputed decision, a problem that has not been sorted or resolved. It may be about whether the quality of a service is good enough, whether it is appropriate, or whether it was offered in the right way.

A complaint may be shared verbally, through speaking with someone, or in writing, in a letter or via e-mail.

Most complaints can be dealt with through an informal process when the service user feels able to talk to the person who delivers the service to them, to that person's manager or supervisor. However, sometimes the service user may feel that is not enough, and they want to make a formal complaint.

### **Who can complain?**

Anyone who receives or has asked us for a service has the right to complain, including people who have been refused a service.

If you make a complaint we will only discuss it with the people who need to know in order to try to put things right, and we will tell you who they are.

What you tell us will not affect the service and the support we offer.

If your complaint is about something that is not the responsibility of Faith in Families, then we will help you to direct your complaint to the right person or organisation.

### **Stage 1**

Tell the people who run the service.

### **Informal complaint**

If you are not happy about the service we offer, we hope that you will be able to tell the person who is working with you. That member of staff should then tell their Manager or supervisor about your complaint and also explain how they have dealt with it. This helps us to make sure that the matter has been handled properly. We will keep a written record of your complaint, because we need to have an overview of all concerns and complaints, so that we can ensure that we offer the best possible services.

If you feel that the person you are working with cannot help you with the matter, or if you are not happy with the answers they give, then you should contact their Manager. If you are not sure who is their Manager, you can ask your social worker or any member of staff at the Agency's offices.

You can contact their Manager

- by telephone
- by letter
- by email
- by asking to see them

Most problems can be sorted or solved by discussing them with the people who manage the service. They will investigate to look into the matter and, wherever possible, you will get an answer within 10 days.

## **Stage 2**

If you are not satisfied that the problem has been solved, you can ask for a further investigation and for your complaint to be looked at again.

## **Formal complaint**

All formal complaints must be put in writing to the Representations Officer. In Faith in Families, the Representations Officer is The Chief Executive who is separate from the day to day management of the social work of the Agency. You can contact the Representations Officer

- by letter addressed to the Representations Officer at Faith in Families
- by e-mail: **enquiries@faithinfamilies.org**

You can ask a friend, family member, or advocate who may be able to help you think through what you want to complain about and how you want to share your view.

The Representations Officer will let you know within three working days that your complaint has been received.

The Representations Officer will need to make sure that your complaint is legitimate or valid, and that it should be directed to Faith in Families.

The Representations Officer may:-

- telephone you and ask for more details
- arrange to meet with you to discuss your concerns
- talk to other people who are involved

## **Investigation**

When it is a legitimate or valid complaint, the Representations Officer will let you know that and will appoint an Independent Person.

The Independent Person is someone who is not responsible for the service you are complaining about and is not employed by Faith in Families. The Independent Person will look into all the circumstances that led to your complaint, may interview you or other members of staff, may look at all the records concerning the matter you are complaining about, and will then recommend what should be done.

The Independent Person will aim to complete the Investigation within 28 days of the day when it was agreed that you had a legitimate or valid complaint. The findings and recommendations of the Independent Person will be given to the Agency's Representations Officer and of course to you. If someone else had made the complaint on your behalf, they will also be advised of the recommendations.

Sometimes Investigations take longer than 28 days. If this happens we will tell you and let you know the outcome as soon as we can.

If you are not satisfied with the outcome of the Investigation you should tell us (the Representations Officer) within 28 days.

## **Stage 3**

If you are not satisfied with the response to your formal complaint you can take it further.

## **Review Panel**

Under these circumstances, the complaint will then be considered by a Review Panel. The Panel usually meets within 28 days of the Representations Officer receiving your request to move to Stage 3. The Review Panel will be made up of at least three people. Two of these may be senior members of Faith in Families, but the Panel will be chaired by a person who is independent of the agency. The person will not be the same Independent Person who has already looked at the complaint.

You are welcome to come to the meeting of the Review Panel and to bring someone with you if you wish. We will make sure that you know the date of the Panel ten days before the meeting. The person you choose to come with you may be a relative, friend or a professional advocate. They may help you to work out what to tell the Panel, they may attend the meeting with you, and if you so wish they may speak on your behalf. You and your advocate may wish to present concerns in a written statement to the Panel, or may wish to speak to them verbally.

After the meeting the Panel members will make recommendations to the Agency and will notify you of those recommendations. The Agency may consider its original decision, taking into account the Panel's recommendations, and alongside the views of the Independent Person who was first appointed, to decide what action should be taken.

The Chief Executive of Faith in Families will aim to write to you, letting you know the final decision within five working days.

Any changes or action which it is decided should be taken, will be implemented as soon as possible after that final decision is reached.

If you are still not satisfied you can contact:

OFSTED National Business Unit  
Picadilly Gate  
Shore Street  
Manchester  
M1 2WD

Tel: 0300 123 4666  
email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

If you want to get other independent advice there are organisations such as The Citizens' Advice Bureau, which may be able to help you; your local MP may also give independent advice.

If you are a child or young person, or if you want to help a child or a young person to make a complaint, you should see the Agency's leaflet for children and young people and also page 10 of this leaflet.

## Children and Young People

We want to listen to you

- You have the right to be heard
- You have the right to express yourself
- You are important and adults need to remember this
- You can use our special leaflet for children and young people
- You can speak to your Social Worker and/or their Manager or Supervisor
- You can speak to the Adoption Manager or the Head of Professional Services
- You can ask a friend, teacher or other person to talk to us on your behalf
- You can write to:-

The Children's Commissioner for England  
Sanctuary Buildings  
20 Great Smith Street  
London  
SW1P 3BT

Tel: 020 7783 8330

Website: [www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk)

Email: [info.request@childrenscommissioner.gov.uk](mailto:info.request@childrenscommissioner.gov.uk)

Some other organisations which can help you share your view, are:-

Coram Voice

Freephone: 0808 800 5792

Website: <https://coramvoice.org.uk>

- National Youth Advocacy Service  
Freephone: 0808 808 1001  
email: [info@nyas.net](mailto:info@nyas.net)  
Website: [www.nyas.net](http://www.nyas.net)
- Coram Children's Legal Centre  
Tel: 020 7713 0089 - general enquiries

only

Website: [www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)

## **Comments, Complaints and Compliments – having an overview**

Faith in Families values all comments, whether positive or negative, which are received about the services offered.

All comments are very carefully considered and regularly reported to the Board of Trustees so that action can be taken to ensure that we maintain a high standard of service.

The people who work with or for the Agency aim to be polite to you at all times. In return we ask that you treat our staff and those who volunteer their services politely and with respect. If you are not happy with the way that you are dealt with then we ask that you pass on your concerns to the next stage of the complaints procedure as explained in the leaflet.

Our Comments, Complaints and Compliments Policy and Procedure is regularly reviewed. If you have any suggestions for improvement please let us know.

Finally, if you wish to contact us in writing to express a particular view, you can use the form at the back of this leaflet.

## Feedback Form

You may fill in this form if you want to make a complaint or comment about the service you have had from Faith in Families.

Name: .....

Address: .....  
.....

Tel: Home: ..... Work: .....

E-mail: .....

It would be helpful if you could fill in the sections below. However, if you do not feel able to do so, we will contact you to get the details from you.

1. What is your complaint about? .....  
.....  
.....  
.....

2. How do you think we can help? .....  
.....  
.....  
.....

Signed: ..... Dated: .....

Please send this to: Faith in Families  
7 Colwick Road  
West Bridgford  
Nottingham  
NG2 5FR

Alternatively, you can telephone us on: **0115 955 8811**  
or e-mail us at: **enquiries@faithinfamilies.org**

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Adopt Together is Faith in Families Adoption Service

Faith in Families  
7 Colwick Road, West Bridgford, Nottingham, NG2 5FR  
Tel: 0115 955 8811 Fax: 0115 955 8822  
Email: [enquiries@faithinfamilies.org](mailto:enquiries@faithinfamilies.org) [www.faithinfamilies.org](http://www.faithinfamilies.org)

Reg. Charity No: 213692  
Company Registration No: 461813

Please contact us if you would like to receive  
this information in an alternate format or language