

Comments; Compliments and Complaints

Information for Service Users and Carers

Adoption Matters is committed to providing a quality service which is efficient, effective, timely and conducted in an open, friendly and respectful manner.

It is useful to know what people think about our work as this helps us to improve and develop our service.

There is a tear off form at the back of this leaflet or you could write a letter or email, contact us via our website or telephone and ask to speak to the advice line social worker.

Comments

We welcome any suggestions you may have about how we could improve our service.

If you make a comment about our services, we will reply to you in writing.

Compliments

We are always pleased to hear from people using our services who want to praise a particular member of staff or the service they receive. If you send us a compliment we will write back to you and send a copy to the staff concerned and their manager so that they know their work is appreciated.

Complaints

If you wish to make a complaint, we will do all we can to investigate this fairly, confidentially, and quickly and to explain the result to you. This leaflet summarises the agency's complaints procedure, a copy of which is available on request.

Who can Complain?

Anyone who is receiving a service, or who has been provided with, or has been refused a service from Adoption Matters.

Carers can make a complaint in their own right or on behalf of a child in their care.

We also have a separate leaflet for children "A Children's Guide to Complaints"

We can assist if your first language is not English or if you have other appropriate specialist needs.

How to make a complaint

It is helpful if you can explain:

- What the problem is
- What you would like to see happen
- Your first step should be to discuss the issue directly with the person with whom you have been dealing. If this is not possible, or you are not happy with the outcome, you should ask to speak to their line manager.
- Sometimes people tell us “this is not a complaint but...” We will treat this in the same way as the point above.
- We hope that most problems can be sorted out informally at this stage and a solution reached which is acceptable to you.
- If not, please write a letter or email the Chief Executive and a more senior manager will investigate your complaint.
- If you are still not satisfied with the outcome, you can make a formal complaint by writing to or emailing the Chief Executive. S/He may appoint someone who is independent of the agency to investigate. They will send their report to the Chief Executive, with their findings, conclusions and recommendations, and the Chief Executive will write to you to let you know what action the agency plans to take.
- You would then, if still not satisfied with the outcome, have a right to meet with three members of the agency's Board of Management. They will consider all the reports and information and their conclusions and decision will conclude the agency's complaints procedure.
- If you are still dissatisfied with the outcome, you will be told of other avenues for complaint e.g. Ofsted route.

Complaints about a Local Authority: Children & Young People

From 1 April 2004, local authorities have a duty under section 26A of the Children Act 1989 to make arrangements for the provision of advocacy to children in need, looked after children and care leavers making or intending to make representations (including complaints) under the Children Act 1989.

Each Local Authority with responsibility for a Looked After child should provide the child with details of their complaints procedure and details of an independent advocacy service that the child can access. You need to ensure that the child's Social Worker gives you this for the child when the child is placed in your care.

Children placed outside of the authority who use alternative and augmentative forms of communication and those whose preferred language is not English are particularly vulnerable. Local authorities must make sure that the arrangements they make for providing advocacy services are able to provide an effective service to these groups of children.

Carers should enable children to make complaints and representations and ensure that the child is not subject to reprisals for making a complaint or representation.

Our Mission Statement

Adoption Matters is an agency which aims to improve the lives of children who may otherwise be denied the benefits of a secure family environment. As a specialist adoption agency, we will recruit and prepare people who are willing and able to adopt or provide permanent care for these children. Our services are designed to support all those whose lives have been affected by adoption and other types of long term care. We will work in partnership with other agencies.

We are a Christian organisation which aims to make a positive difference to children and families of all faiths or none. We will ensure that all people who use our services are treated with dignity and respect, without discrimination.

All comments, compliments and complaints should be addressed to our Head Office

Adoption Matters
14 Liverpool Road
Chester
CH2 1AE
Tel: 01244 390 938 Fax: 01244 390 067

E-mail: info@adoptionmatters.org

Website: www.adoptionmatters.org

Chief Executive: Norman Goodwin CBE

Ofsted is the Office for Standards in Education, Children's Services and Skills. They inspect and regulate services that care for children and young people, and services providing education and skills for learners of all ages.

You may also wish to contact Ofsted with a comment, compliment or complaint. Ofsted are an They can be contacted at:

Ofsted
North Regional Office
Piccadilly Gate
Store Street
Manchester
M1 2WD

Helpline: 0300 123 1231

Website: www.ofsted.gov.uk

