

Your Right to Complain

**If you need to discuss
the content of this leaflet
please contact your
Registered Manager.**

National Fostering Group
Atria, Spa Road, Bolton BL1 4AG



Your Right to Complain

We recognise that sometimes we may not get things right and this may lead to a complaint being made.

This leaflet outlines the process for making a complaint. We have a three stage procedure which is described.

Please contact the Registered Manager for the agency. The office will be able to provide you with the correct name and email address.

I want to make a complaint.

What do I do?

Please contact your local office explaining that you wish to make a complaint.

- **Stage One
Local Resolution Stage**

Regionally based staff will aim to address your complaint. You may be asked to put it in writing and be asked to sign a complaint referral form. Your complaint will be dealt with within 10 working days (20 days for complex complaints).

- **Stage Two
Formal Consideration**

If not resolved at Stage One, formal investigations will be undertaken by a trained and suitably experienced member of staff within 25 working days (50 days for complex complaints, extending to 65 days where necessary).

Contact the Regional Manager in writing if you wish to escalate the complaint.

- **Stage Three
Independent Complaints Investigation with option of Independent Complaints Panel**

If you are not satisfied with the response to Stage Two, it can progress to Stage Three with the option of an independent review panel scrutinising the reports from the investigation with representation from yourself.

Contact the Regional Manager in writing if you wish to escalate the complaint.



The complaints panel

The complaints panel, for example, could consist of an independent foster carer, independent panel chair and a senior manager. The panel will be convened within 30 working days of your written request. The panel chair will verbally communicate the panel recommendations within 24 hours of the panel meeting. There is no further recourse under this procedure and if the complainant is not satisfied with the outcome, the complainant can seek legal advice.

If I'm still unhappy, what can I do?

You can contact an independent reviewing body.

- **Ofsted (England)**

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

- **Care Inspectorate (Wales)**

Email: ciw@gov.wales
Telephone: 0300 7900 126

- **Care Inspectorate (Scotland)**

Email: enquiries@scswis.com
Telephone: 0345 600 9527

- **Regulation and Quality Improvement (NI)**

Email: info@rqia.org.uk
Telephone: 028 9051 7500