

STAGE TWO

If you wish your complaint to be dealt with at Stage Two, you should write to the Complaints Officer at Fostering Solutions at the address given. A Senior Manager/Director will be appointed to investigate your complaint.

A full investigation will take place, including views from those who may be involved with the complaint, and a decision reached. The Senior Manager will submit their report to the Complaints Officer and/or Director, outlining their findings and recommendations. The findings of the report will be communicated to the complainant.

If at the end of this process (or at any point of your complaint) you are still not happy with the outcome, you may contact an Independent Regulatory Body such as The Care Commission (Scotland). The local office is; Galabank Mill, Wilderhaugh Trading Estate, Galashiels, Scottish Borders, TD1 1PR (Tel: 01896 664400).

FINALLY – in the development of our services we welcome your comments, advice and constructive criticism, and would hope that the Complaints Procedure will be little used. Where it is necessary to use it, we would hope that the majority of your complaints will be resolved at Stage One, or indeed, even before it got to this stage! If you need further advice on this, or any other matter related to Fostering Solutions any member of staff will be pleased to help you. **Thank you.**

APPEALS PROCESS

In the event that you are unhappy with a fostering application decision, these will be dealt with via our Appeals Process.

YOUR RIGHT TO COMPLAIN

A GUIDE TO THE COMPLAINTS, COMPLIMENTS & COMMENTS PROCEDURE

**For Parents, Carers, Local Authorities
and Service Users**

TELEPHONE: (01204) 522667

Email: complaints-officer@fosteringsolutions.com

Website: www.fosteringsolutions.com



COMPLAINT, COMPLIMENTS AND COMMENTS

Our aim at Fostering Solutions is to make sure that the service, which you receive, meets your needs and requirements. We therefore welcome feedback about our services, which can include:

- **SUGGESTIONS**, if you have any to offer
- **QUESTIONS**, if you are uncertain about something or,
- **COMPLAINTS**, if you are not satisfied.

WHAT CAN BE COMPLAINED ABOUT?

- A problem.
- The quality of the service.
- The delivery or non-delivery of the service.

WHO SHOULD I COMPLAIN TO?

Contact Fostering Solutions, Burnden House, Viking Street, Bolton, BL3 2RR, (01204 522667) and ask to speak to the Complaints Officer or email to: complaints-officer@fosteringsolutions.com

HOW WILL MY COMPLAINT BE DEALT WITH?

Fostering Solutions will deal with your complaint:

QUICKLY, THOROUGHLY, POSITIVELY, IN CONFIDENCE

and treat everything you have to say **SERIOUSLY**.

CAN I GET HELP TO COMPLAIN?

Any member of staff will help you in any way they can, or if you prefer, a relative, friend or colleague can make the complaint on your behalf.

HOW DO I MAKE A COMPLAINT?

- By Contacting Fostering Solutions' Complaints Officer
- By making your complaint known as soon as possible.
- By stating the facts as clearly as possible.
- By treating the people involved in the same way as you would wish to be treated yourself – that is:

FAIRLY, HONESTLY, OPENLY AND WITH RESPECT.

Wherever possible, take responsibility for your complaint – anonymous complaints are not easy to deal with.

THE COMPLAINTS PROCEDURE

STAGE ONE

Hopefully most complaints will be resolved at this stage by our Fostering Solutions Complaints Officer / or appointed member of staff. She / he will take time to carry out an enquiry, discussing the matter with you and anyone else involved, and try to reach an agreement.

If, however, you are not satisfied with the response at Stage One, it could be dealt with by a formal investigation at Stage Two (decision to be investigated at Stage 2 will be at the discretion of the Director of Operations).