

COMPLAINTS PROCEDURE

1. Purpose & Scope

Credo Care have been asked to look after you on behalf of your local Social Services and you are living with our Foster Carers. If you are not happy about a service you receive or are entitled to with Credo Care you can complain using this procedure.

2. Procedure

What Do You Do First?

In most cases, the staff and people involved will informally and quickly address any problems that arise. You will be involved in these discussions and your views and concerns addressed. You can talk to your Foster Carer, Supervising Social Worker, Teacher, Doctor or your own Local Authority Social Worker. Do not forget that your Children's Guide also has full details on how to make a complaint and who you can talk to about your concerns. Any complaint or issue will be treated seriously and will not result in you ending up in trouble.

If Things Have Not Been Resolved?

If you are not able to sort out the problem by talking it through, you may feel you want to take things further. If so, write to William Stevens, Independent Complaints Officer, c/o Credo Care Ltd, 12 High Street, Lydd, Romney Marsh, Kent TN29 9AJ. bsswtd@nntworld.com Mr Stevens is self-employed and independent of the organisation. If you need help with this you can ask someone to do this for you and they can support you through the process.

After writing to you to say that your complaint has been received, the Independent Complaints Officer will collect the facts and make recommendations and will then respond to you within 28 days.

If your Social Worker does not already know, the Independents Complaints Officer will inform them. A report will be prepared, a copy is sent to you, the Local Authority Social Worker and the Directors. Credo Care will support you at every step of the complaints process, if you need help your social worker or where appropriate the Fostering Manager will provide assistance. Credo Care will help you understand the responses and results of your complaint and any actions taken or not taken. You will be kept up to date quickly throughout the process.

Keeping It Confidential

Complaints will be dealt with in confidence and only those who need to know will be told. Notes and letters will be kept on your file and also on the file of the foster carer or member of staff if the complaint is about them. Consideration will be given to your safety and happiness in the placement. We will ensure that you are kept safe and do not experience difficulties following your complaint.



Who Else Can Help?

Your Credo care Supervising Social Worker can tell you of local '**Child Advocacy**' services where you will have an independent person listen to your problems and help you make your complaint. Credo Care can also link you with the **Children's Rights Service** used by your Local Authority and they can make representations on your behalf.

You could also call '**The Voice for the Child in Care**' who are on **0808 800 5792**, they will put you in touch with someone who can help you.

Alternatively, you can contact **Ofsted** on **0300 123 1231** who will deal with your complaint for you.

You may write to them (or get someone to write to them on your behalf) at:

The National Complaints Team
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

3. Related Records & Forms

- FFP46 Complaint Form

	Review of Documents
Pers on Res ponsible	Fos tering Manager
Date Last Updated	28/08/2015