

COMPLAINTS PROCEDURE

1. Purpose & Scope

Credo Care aims to provide top quality services to children who have disabilities in a foster care setting. Credo Care values its staff, Foster Carers who work for the agency and all children in placement and believes that everyone has a contribution to make. Credo Care will always listen to suggestions and will deal with any complaints fairly.

It is important to follow this procedure to ensure all complaints can be dealt with in an effective and constructive manner. This policy is designed in order to deal with complaints made by or on behalf of children placed by Credo Care and by Foster Carers working for Credo Care. Credo Care has produced an abbreviated Policy for Children which may be read in conjunction with this policy.

2. Procedure

Complaint or Concern?

People are not always satisfied with the service they receive from others and may have due cause to make a complaint, whether this is formally or informally. People sometimes also have unrealistic expectations or inaccurate expectations about some things. It is therefore important that staff at Credo Care listen to any concerns and try to resolve these in a courteous manner at the time they are expressed.

Problem Solving

Where possible, complaints and concerns will be addressed informally through problem solving. If a solution to the problem can be agreed and the matter remedied to satisfaction, this will be recorded on the feedback register as a concern. Some matters should not be resolved informally due to their seriousness and should be reported the same day to the Fostering Manager so it can be determined if other action is likely to be required under other Credo Care policies and Procedures.

These matters include:

- Any issues which may have put a child at risk of harm
- Any issues of alleged misconduct
- Any issues which imply breach of contractual terms or might cause disrepute to Credo Care
- Any issues that suggest Agency policy or procedures have been breached
- Any issues that imply poor quality care or service
- Any significant safeguarding concern

Complaints made by Young People in Care or their families

Complaints should first be addressed with either the Foster Carer, Credo Care Social Worker or Local Authority Social Worker. If the child is unable to discuss their complaint with these people, they should talk to the Fostering Manager.

If any young person is unable to make a complaint themselves, this can be made, or assistance given, by their Foster Carer, Local Authority Social Worker, Guardian, or any other appropriate advocate for the young person. If for any other reason such as communication or other difficulties prevent a child from raising a concern or complaint support will be provided by Credo Care in order for the child to fully express their views.

A complaint can be made in person, where it will be recorded and then signed by the young person, or by using the Complaints Form.

Complaints by Foster Carers

Foster Carers should, in the first instance, discuss their concern or complaint with their Supervising Social Worker. If the complaint is about the Supervising Social Worker then the Carer should discuss it with the Registered Manager or Practice manager. A complaint can be made either verbally, or by using the Complaints Form. Complaints regarding the Registered Manager should be addressed to the Responsible individual. Further copies are available by telephoning the Office Manager.

Complaints by Local Authorities

Complaints should first be addressed with the Credo Care Social Worker. If this is not possible it should be discussed with the Registered Manager or Practice manager. The complaint should be made in writing or by using the Complaints Form. Copies are available by telephoning the Office Manager.

What Will Happen Next?

Any concerns received that cannot be problem solved, and complaints, will be recorded and the appropriate investigations and action taken. Initially the complainant will hear within 28 days of the initial results of the enquiry into the complaint. If the complaint enquiry extends beyond this period, the complainant will be kept informed of the progress and outcome of the complaint. It is anticipated that an early and informal resolution to the complaint will be achieved. In order to ensure probity, at this stage and subject to consultation with the Independent Complaints Officer, Credo Care will ensure that no person who is a subject of the complaint will be involved in dealing with the matter.

What if You Are Not Satisfied?

If the complainant is not satisfied that the complaint has been dealt with fairly or reasonably, they can within 28 days write to Credo Care’s Independent Complaints Officer: William Stevens, Independent Complaints Officer, c/o Credo Care Ltd, 12 High Street, Lydd, Romney Marsh, Kent TN29 9AJ. The Complaints Officer is self-employed and independent of the organisation. If no referral is received within 28 days then the Credo Care Ltd decision will be final.

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

If the complainant is dissatisfied with the outcome they may chose to contact Ofsted at:

Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD

Complaints against Foster Carers

Complaints against Foster Carers including standard of care are handled in the same way as any other complaint and the same procedures apply. If there is a complaint made against a Foster Carer, Credo Care will inform them of the nature of the complaint and give them an opportunity to present their own views and information.

However, complaints involving allegations of abuse/ significant safeguarding will be dealt with through Child Protection Procedures and not by the Complaints Procedure. A Child Protection investigation will always take precedence.

Keeping it Confidential

Complaints will be dealt with in confidence and only those who need to know will be told. If a complainant does not wish their identity to be known, this could mean that your complaint cannot be fully investigated.

3. Related Records & Forms

- FFP46 Complaint Form

	Review of Documents
Person Responsible	Fostering Manager
Date Last Updated	13/06/2016

Your Name:	For whom are you making this complaint?: Myself / Foster Child _____ Other _____
Your Address:	Telephone: Mobile: Email:
Date to which Complaint relates: Nature of Complaint: Details of Complaint:	
Have you made a complaint of this nature before?	Yes / No
If yes, when and what was the outcome?	

Office Use Only

Date Received	
Dealt with by	
Date recorded on Complaints Register	
Action Taken and by whom	