

## Compliments, Comments and Complaints

Family Society is committed to providing quality services. One of the most important ways we can work towards this is by listening to you and responding to what you say.

This leaflet tells you how to make comments, compliments and complaints about Adoption Focus, Triangle Project or Family Society.

### Comments & Compliments

If you have been happy with the service we have provided please do let us know.

We also welcome suggestions for improvements and will take them seriously.

If you have been less than happy with the service, please let us know. We will want to consider whether we can generally improve the quality of our services.

Informal comments and suggestions can be relayed through the member of staff who is your usual contact. Alternatively, you can raise the matter with the Departmental Manager.

### Mission Statements:

Adoption Focus aims to provide permanent and positive family life experience for children in need of adoptive homes, through the careful preparation and continuing support of adoptive parents.

The Triangle Project aims to enable children from care to form lifelong, supportive and loving relationships with adults at the earliest opportunity through the provision of Fostering for Adoption placements, and related services.

### Main office:

TS3 Pinewood Business Park, Coleshill Road, Marston Green, Birmingham B37 7HG

## Registered office:

Family Society is a company limited by guarantee registered in England and Wales under number 6869556, whose registered office is at Kemp House, 152 City Road, London, EC1V 2NX, which is also registered as a charity with the Charity Commission for England and Wales under number 1129095. Adoption Focus is the name of Family Society's adoption agency, which is registered with Ofsted under number SC394569. Triangle Project is the name of Family Society's fostering service, which is registered with Ofsted under number 1258436.

## Complaints

If you wish to make a complaint about a service we have delivered or the ways in which it was delivered, we have set out our complaints procedure below.

### Informal Stage – Problem Solving

If you are unhappy with the service provided we hope that you will feel able to tell the person who is working with you.

Alternatively, you can contact their manager, either by telephone, letter or email, or by asking to see them.

Most problems can be sorted or solved by discussing them with the people who manage the service. They will investigate or look into the matter and, wherever possible, you will get a response within 10 days.

### Formal Stage – Registered Complaints Process

#### Part 1:

If after discussion aimed at seeking a satisfactory resolution, you are still dissatisfied and/or you want the matter to be dealt with formally, you should write to the Chief Executive Officer (CEO), with full details of your complaint. Your complaint will be formally acknowledged within five working days, and arrangements made for a senior member of staff to investigate. This person will prepare a written report for consideration by the CEO, who will then write to you within 28 days – unless there is a reason why this not possible, in which case you will be advised of the timescale. You will be advised of the conclusions reached from the investigation undertaken, and any proposed course of action.

## Part 2:

If you are not satisfied with the CEO's response, you can ask for the complaint to be referred to a panel consisting of three people (two senior representatives of the organisation, and an independent person). The panel will review the complaint, how it was investigated and the outcome. You will be invited to meet with the panel.

The panel will make recommendations to the CEO. The CEO will consider the recommendations of the panel and will write to the complainant with the final outcome of the complaint.

## Contacting the CEO:

Adoption Focus  
TS3 Pinewood Business Park  
31 Coleshill Road  
Marston Green  
Birmingham  
B37 7HG

0121 779 0891

[annasharkey@adoption-focus.org.uk](mailto:annasharkey@adoption-focus.org.uk)

## Who else can I complain to?

We understand that sometimes it is not easy to say what you feel to the people who provide your service. If you need help, advice or someone to help you make your views known, you can also contact:

OFSTED  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Tel: 0300 123 1231

If you want to get other independent advice there are organisations, such as the Citizens Advice Bureau, which may be able to help you. Your local Member of Parliament may also give independent advice.