

For further information about CCS Adoption
Complaints Procedure
please contact:

**Chief Executive Officer
CCS Adoption
162 Pennywell Road
Easton
Bristol
BS5 0TX
Tel: 08451 220077**

Additional Information

If you are still unhappy with our service you may contact the
Registration Authority:
Ofsted
Royal Exchange Buildings
St Ann's Square
Manchester
M2 7LA
Telephone: 08456 404040
Email: enquiries@ofsted.gov.uk
Website: www.ofsted.gov.uk

*A form for anyone wishing to send a compliment,
comment or complaint in writing is to be found in
the centre of this leaflet.*

CCS Adoption

supported by voluntary contribution

COMPLIMENTS?

COMMENTS?

COMPLAINTS?

**Are you satisfied with the
services we are providing?**

WE WOULD LIKE TO HEAR FROM YOU!

(May 2010)

Does the CCS provide you with a good service? Do you have any comments you want to make? Are you unhappy about or dissatisfied with the services provided? We want our services to be of a high standard - so please do tell us what you think!

Whether you are sending a compliment, comment or complaint, please use the form in the centre of this leaflet (crossing out any parts which are not relevant).

You may complain about any concerns or problems which you have with a service, a decision you do not agree with or simply a feeling of dissatisfaction as a service user or carer. (If we find your complaint is about something which is not the responsibility of CCS, we shall advise you how best to proceed.

If you would like some help in telling us about your complaint, you can certainly choose a relative or friend; if that is difficult, we may be able to find someone who is independent of the Society to help you.

If you decide to make a complaint, you should first contact the CCS social worker involved and try to sort it out with her/him.

If that does not work (or you are not in touch with a social worker), contact the Chief Executive Officer (CEO) and try to sort it out with her/him.

If then you do not feel things are satisfactory, you may formalise the complaint by putting it in writing to the CEO - using the form in the centre of this leaflet.

When the CEO receives a formal complaint which she/he has been unable to sort out, she/he will arrange for an “Independent Person” to look into it. The Independent Person will investigate the complaint and write a report for the Chairperson of the Trustees - having first discussed it with you. The Chairperson will then write to you making clear her/his decision.

If you are not happy with the decision, you can appeal to a special “Panel” - which has an independent chairperson. You would be encouraged to attend this panel’s meeting. Afterwards, the Chairperson of the Trustees will write to you again, having reviewed her/his first decision in the light of the panel’s recommendations. This second decision is final.

We have time scales for all these procedures and always do our best to respect them; if we cannot, we pledge to keep you informed about progress.