



## Compliments, Comments & Complaints

CCS Adoption welcomes your comments about the adoption service that we offer. Your views help us to improve our service and maintain our high standards. The attached form is for you to share your **compliments, comments or complaints** with us.

**If you would like some help in telling us about your complaint**, you can ask a relative or friend; if that is not possible, we will try and find someone who is independent of CCS to help you.

If you are a child or young person we would like to hear from you to.

**Comment:** Share your views with us, if you have a concern, or an idea for improving our services.

**Complaint:** About our service, or the way you have been treated.

**Compliment:** Praise for our service or a member of staff.

## Key Steps

1. **If you decide to make a complaint**, you should first contact the CCS social worker involved and try to resolve it with her/him.
2. **If that does not work** (or you are not in touch with a social worker), please contact Maggie Pitts, CCS CEO at the address below.
3. **Following this, if you are still unsatisfied**, you may formalise the complaint by putting it in writing to the CEO - using the form attached to this leaflet.
4. **When the CEO receives a formal complaint** that she has been unable to resolve, she will arrange for an independent person to look into it. They will investigate the complaint and write a report for the Chairperson of the CCS Management Committee - having first discussed it with you. The Chairperson will then write to you making clear his decision.
5. **If you are not happy with the decision**, you can appeal to a special panel that has an independent chairperson. You would be encouraged to attend this panel's meeting. Afterwards, the Chairperson of the Management Committee 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.



For further information about CCS Adoption's Complaints Procedure please contact:

**CEO,  
CCS Adoption  
162 Pennywell Road  
Bristol  
BS5 0TX**

T: 0117 935 0005  
E: [info@ccsadoption.org](mailto:info@ccsadoption.org)

If you are still unhappy with our service you may contact the Registration Authority:

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Tel: 0300 123 1231  
Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

