

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 and we feel it's important for you to let us know things we are doing well and things we could have done better.

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.

If you would like to make a comment about our service, you can use the tear of slip at the end of this leaflet.

If you wish to make a complaint please follow the next steps

How should a complaint be made?

If a Service User has concerns regarding any aspect of the service, this should initially be discussed with the social worker or other professional with whom the Service User has been dealing.

Stage 1 – Informal Complaint

In the vast majority of situations, we are able to deal with complaints informally and quickly and achieve a solution that is acceptable to both parties. Your first step should be to discuss the issue directly with the person with whom you have been dealing, ideally as and when the situation arises. This staff member should discuss the matter with their line manager and explain what they have done to address the complaint to ensure that it is handled effectively.

Stage 2- Formal Complaint

If you are not happy with the response you receive from the member of staff you are working with, or you feel that they cannot help you, you should ask to speak to their line manager. You can contact them by email to explain your concerns.

When you contact the line manager, it is helpful if you are able to explain clearly:

- What the problem is
- What you would like to see happen to resolve your complaint.



The line manager will look into all aspects of your complaint and the matters you have raised and you will receive a response within 28 working days.

Stage 3

If you are unhappy with the response from Stage 2 and feel that your complaint has not been resolved satisfactorily, you can make a written complaint to the Chief Executive (CEO), outlining your reasons for remaining dissatisfied and what actions you expect to see.

In certain circumstances, for example if your complaint is about the line manager, or if the line manager feels it is inappropriate for them to deal with it, they may recommend that your complaint be escalated to Stage 3 instead of responding to you themselves.

Your correspondence to the CEO can be made either by email or letter but must be made in writing. If you need any assistance in preparing your written complaint, for example if English is not your first language, we can provide you with support.

Stage 4 – Complaints Panel

If still not satisfied with the outcome, you have the right to appeal to the agency's Board of Trustees. You would need to write again to the CEO explaining why you are still not happy with the Agency's response and what outcome you are looking to achieve.

The CEO will appoint three Board members to an appeals panel to consider all the previous information and correspondence regarding your complaint and you will be invited to a meeting to discuss their conclusions and final decision.

For a copy of our full complaints policy please ask a member of staff or email info@ccsadoption.org

Additional Information

If having exhausted the agency's procedure you are dissatisfied with the outcome, you may contact the Registration Authority:

OFSTED
National Business Unit
Royal Exchange Buildings
St Ann's Square
Manchester
M2 7LA
Tel: 0300 123 1231
www.ofsted.gov.uk
enquiries@ofsted.gov.uk

Complaints by Children/Young People

162 Pennywell Road, Easton, Bristol, BS5 0TX

0117 935 0005

info@ccsadoption.org

www.ccsadoption.org



Registered charity no. 286814

Registered charity: Clifton Children's Society



Where a child or young person wishes to make a complaint, the Society will seek to support them and provide them with the appropriate information to facilitate the process of their complaint. If the matter cannot be resolved through the Society's informal or formal Complaints Procedure, a child or young person may contact:

OFSTED
Aviation House
125 Kingsway
London
WC2B 6SE
0800 528 0731

The Children's Commissioner
<http://www.childrenscommissioner.gov.uk/>

Coram Voice 0808 8005792 www.coramvoice.org.uk Info@coramvoice.org.uk
National Youth Advocacy Service www.nyas.net

Children's Legal Centre www.childrenlegalcentre.com

Comments / Compliments Tear-off Form

You may ask a member of staff to help you complete this form. Please give as much detail as possible and continue on a separate sheet if necessary. Either hand your completed form or letter to the member of staff with whom you have been dealing or post it to: 162 Pennywell Road, Easton, Bristol, BS5 0TX or you can email your comments and compliments to info@ccsadoption.org

Please give details: (please use additional sheets if necessary)

Your Name	
Your Address	
Details of your comments	
Signed	
Date	