

## 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-off 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](mailto: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](http://www.ofsted.gov.uk)  
[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

## Complaints by Children/Young People

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](#)

[Coram Voice](#) 0808 8005792 [info@coramvoice.org.uk](mailto:info@coramvoice.org.uk)

[National Youth Advocacy Service](#)

[Children's Legal Centre](#)



**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: The Park Centre, Daventry Road, Knowle, Bristol, BS4 1DQ or you can email your comments and compliments to [info@ccsadoption.org](mailto:info@ccsadoption.org).

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

Your Name	
Your Address	
Details of your comments	
Signed	
Date	

