

Complaints Procedure for Children and Young People

At ISP we do our best, but sometimes things go wrong. For example,

- You might feel that we have made a wrong decision.
- You might think that we have not done something that we should have done.
- You might be upset about something that your foster parent, or an ISP staff member has done.

We hope you will tell us if this happens.

Any young person at ISP can complain. If you want to complain, but you need help, you can ask an adult to help you. You could ask your foster parent, your social worker or a teacher to help you.

How do I make a complaint?

You can make a complaint in a number of different ways:

1. You can tell an adult who you think will be able to help you. This might be your foster parent, a teacher, or a social worker at ISP. Tell them that you want to make a complaint.

They will contact your local ISP manager, or ISP's Complaints Officer.

2. You can contact your local ISP manager yourself. They will be the first person who will look at your complaint and try to put things right. Call your local ISP office. The number is in your 'Welcome to ISP' booklet.

3. You can contact the ISP Complaints Officer yourself.

The Complaints Officer
Integrated Services Programme
Tunstall Court
4 Gore Court Road
Sittingbourne, Kent
ME10 1GL

Telephone: 01795 428097

Email: enquiries@ispfostering.org.uk (put the word 'complaint' in the email title)

Fill out the online form at <https://www.i-space.org.uk/send-us-your-ideas/>

Do I have to put my complaint in writing?

No. It is helpful if you can, but if you would prefer to talk to someone they will write it down.

What happens next?

This depends on what your complaint is about. The ISP Manager or Complaints Officer will listen to your complaint and agree with you what should happen next.

Often it is helpful to have a meeting with everyone involved, but this will not happen unless you agree.

We will take your complaint seriously, look into what has gone wrong, and let you know what we will do to put things right for you.

We will always let your social worker know that you have made a complaint about ISP, so that they can support you.

What happens if I am not happy with the outcome of my complaint?

Let your social worker know that you are not happy. They will ask us to look at your complaint again.

At this stage, you might also like to ask for an advocate to help you. They can come with you to meetings about the complaint, and help you to share your

views with us. If you would like an advocate, we can help you to find one, or you could ask your social worker to do this.

If you still feel that ISP has not listened to you or treated you fairly, you can contact:

Ofsted	The Children's Commissioner
Piccadilly Gate Store Street Manchester M1 2WD Telephone: 0300 123 1231 Text: 0161 618 8524 Email: enquiries@ofsted.gov.uk Website www.ofsted.gov.uk	Telephone: 0800 528 0731 Email: Help.team@childrenscommissioner.gov.uk Website: https://www.childrenscommissioner.gov.uk/help-at-hand/