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# Representations and Complaints Guide for Foster Parents

Do you have a concern or complaint?

- We want to know.
- We will listen to you.
- We will do our best to make things better.

**ISP Rainham**

**Registered Manager: Naomi Wilkinson**



Call: 01634 376900 email: [complaints@ispfostering.org.uk](mailto:complaints@ispfostering.org.uk)

[www.ispfostering.org.uk](http://www.ispfostering.org.uk)

**If you are unhappy with how we are supporting you, please let us know so that we can sort things out quickly.**

## **You might feel that:**

- We are not providing you with the service we promised, or you expected.
- We are not providing a service in the way that you need.
- We are not treating you with kindness and respect.

The most important thing is that you tell someone, or write it down, so that the problem does not get bigger or become more serious. It is your right to raise a complaint if we get things wrong, and by making a complaint, you are giving us the chance to make our service better.

## **How can I raise a concern or complaint?**

There are several ways in which you can raise a concern or complaint, depending on how you are feeling:

1. Speak in person with a member of staff at your local office, e.g. your supervising social worker or fostering advisor.
2. Call your local office and ask to speak with the manager.
3. Email your local administrator and ask for the manager to call you.
4. Email [\*\*complaints@ispfostering.org.uk\*\*](mailto:complaints@ispfostering.org.uk) to report your complaint directly to our Complaints Officer.

## **What we will do**

### **Informal resolution**

When you tell us that there is a problem, the first thing we will do is talk with you about what is going wrong. We will work with you to understand your concerns and see if we can sort out any problems so that you are happy with the situation.

If you are not happy with our response at this stage or feel that we did not do what we said we would do, please let us know that you would like to raise your concern as a complaint, with an investigation under our complaints procedure.

# Our Complaints Procedure

## Stage 1

At the first stage of our complaints procedure, your Registered Manager will investigate all aspects of your complaint thoroughly and make decisions about what needs to be done to put things right. We try to complete this process within 10 working days.

The manager will discuss the results of their investigation with you, and you will also receive a formal written response, with confirmation of what we have done, and any plans that we have put in place to resolve problems.

If your complaint is about the manager, or is serious or complex, we may progress straight to Stage 2 of our complaints procedure and appoint an independent person to investigate your complaint.

## Stage 2

If you are not happy with the outcome after the first stage, we will ask someone independent of the service to help. They will talk to you about your complaint, agree a 'statement of complaint with you, and ask you what you would like to happen. They will then investigate your complaint and talk to people at ISP who have been involved so far about what is going wrong.

They will try to complete their investigation within 20 working days and if they need longer, they will let you know why. The Independent Investigator will write a detailed report, responding to all points of complaint, and tell us what they think we should do to put things right. We will write to you to let you know what we have decided and will also provide you with a copy of the investigation report.

## Stage 3

If you are unhappy with the way the stage 2 investigation was conducted, or do not feel that the problem has been resolved, you can ask to progress to stage 3.

At stage 3, a senior leader at Polaris will review the complaint. They will be independent of ISP and will have had no prior involvement with the complaint or investigations.

You will receive a formal written response with a final decision from ISP about your complaint and our response to problems raised.

## What if I'm still not happy?

If you are not satisfied with our response to your complaint, you have the right to report any concerns about the agency to Ofsted.

Ofsted

[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

0300 123 4666



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