



## Your Right to Complain

Our aim at NFA Group is to ensure the service you receive meets your needs and requirements. We recognise that sometimes we may not get things right and this may lead to a complaint being made.

This leaflet outlines the process for making a complaint. We have a three stage procedure which is described. If you have any questions about the procedure, please contact Elizabeth Cowling on 01895 200300 or [lcowling@nfa.co.uk](mailto:lcowling@nfa.co.uk).

## **I want to make a complaint. What do I do?**

Please contact your Supervising Social Worker, their manager or your local office explaining that you wish to make a complaint.

- **Stage One Local Resolution Stage**

Regionally based staff will aim to address your complaint. You may be asked to put it in writing and be asked to sign a complaint referral form. Your complaint will be dealt with within 10 working days (20 days for complex complaints).

- **Stage Two Formal Consideration**

If not resolved at Stage One, formal investigations will be undertaken by a trained and suitably experienced member of staff within 25 working days (50 days for complex complaints, extending to 65 days where necessary).

- **Stage Three Independent Complaints Investigation with option of Independent Complaints Panel**

If you are not satisfied with the response to Stage Two, it can progress to Stage Three with the option of an independent review panel scrutinising the reports from the investigation with representation from yourself.

The complaints panel, for example, could consist of an independent foster carer, independent panel chair and a senior manager. The panel will be convened within 30 working days of your written request. The panel chair will verbally communicate the panel recommendations within 24 hours of the panel meeting. There is no further recourse under this procedure and if the complainant is not satisfied with the outcome, the complainant can seek legal advice.

### **If I'm still unhappy, what can I do?**

You can contact an independent reviewing body.

- **Ofsted (England)**

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

Telephone: 0300 123 1231

- **Care Inspectorate (Wales)**

Email: [cssiw@wales.gsi.gov.uk](mailto:cssiw@wales.gsi.gov.uk)

Telephone: 0300 7900 126

- **Care Inspectorate (Scotland)**

Email: [enquiries@scswis.com](mailto:enquiries@scswis.com)

Telephone: 0345 600 9527

- **Regulation and Quality Improvement (NI)**

Email: [info@rqia.org.uk](mailto:info@rqia.org.uk)

Telephone: 028 9051 7500

- **Ombudsman (England)**

Website: [lgo.org.uk](http://lgo.org.uk)

Telephone: 0300 061 0614

- **Ombudsman (Wales)**

Website: [ombudsman-wales.org.uk](http://ombudsman-wales.org.uk)

Telephone: 0300 7900 126

- **Ombudsman (Scotland)**

Website: [spso.org.uk/contact-us](http://spso.org.uk/contact-us)

Telephone: 0800 377 7330

- **Ombudsman (NI)**

Website: [nipso.org.uk](http://nipso.org.uk)

Telephone: 0800 343424

nfa group™

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