

Comments and complaints
form for children and
young people



Comments and Complaints Form

nfa group™

What will happen if I say something?

Someone from NFA Group will contact you to talk with you about your comments or concerns and look at how we can try and sort things out.

If you have a complaint, we might need to speak to the people who your complaint is about – so we can get everyone’s views. But we will talk to you about this first.

Also, if you would like to access the support of an independent advocate, for guidance and support – let us know and we will arrange this. The thing to remember most of all is – you have the right to complain, a right to voice your opinions and views and you will not get into trouble for telling the truth.

Fill in this form and post it to **Lorraine Edington, NFA Group, Frays Court, 71 Cowley Road, Uxbridge, Middlesex UB8 2AE** who will try and get your complaint sorted within 10 working days (20 days if complex) and will keep you updated as to what’s happening.

- You can also telephone on: **01895 200300**
- or email on: **ledington@nfa.co.uk**.

Besides NFA Group, you can also complain to the Children’s Commissioner/Ofsted/Care Inspectorate for England, Wales or Scotland, these teams are there to help and advice children who live away from home.

Their details are on back of this leaflet.



Write your worry, complaint or comment on this page so we can try and help you:

My name is:

My Foster Carer's name is:

Today's date is:

I would like you to contact me by... (tick one)

Letter Email Phone

Don't forget to let us have your email address or phone number so we can get in touch... write it here:

Who else can I contact?

- **Children's Commissioner for England – Anne Longfield**

Telephone: 0800 528 0731

Email: help.team@childrenscommissioner.gsi.gov.uk

Website: childrenscommissioner.gov.uk

- **Children's Commissioner for Wales – Sally Holland**

Telephone: 0808 801 1000

Email: post@childcomwales.org.uk

Website: childcomwales.org.uk

- **Children's Commissioner for Scotland – Bruce Adamson**

Telephone: 0800 019 1179

Email: inbox@cypcs.org.uk

Website: cypcs.org.uk

- **Children's Commissioner for NI – Koulla Yiasouma**

Telephone: 028 9031 1616

Email: info@niccy.org

Website: niccy.org

- **Ofsted (England)**

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

- **Care Inspectorate (Wales)**

Email: cssiw@wales.gsi.gov.uk

Telephone: 0300 7900 126

- **Care Inspectorate (Scotland)**

Email: enquiries@scswis.com

Telephone: 0345 600 9527

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

Email: info@rqia.org.uk

Telephone: 028 9051 7500

- **Children's Advocacy Rights UK**

Telephone: 0808 800 5792

Email: info@coramvoice.org.uk

- **Childline**

Telephone: 0800 1111

Website: childline.org.uk

