




MAKING A COMPLAINT - CHILDREN'S GUIDANCE

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 **Ofsted**
Outstanding
Provider



Everyone in the Affinity family is important to us and we believe that we should all be able to tell people if we are unhappy about something. Sometimes things can happen that make you feel unhappy, upset or worried. It could be that you are unhappy about something happening at school or in your foster home, maybe about someone working in the Affinity family. It's important to voice how you feel so we can work to make things better.

We'll always take your worries seriously because it's our responsibility to make sure that you feel safe in your foster placement. And, if you decide that you don't want to complain anymore, you can stop the complaint at any point.

Here's how you can make a complaint

Talk to someone

The first step is to talk to someone you trust about how you are feeling. This could be your foster carer, your teacher, your social worker, or someone at Affinity like a support worker or supervising social worker.

How Affinity will deal with your complaint

There are three stages that your complaint can go through, and it can be resolved at any point.



Stage 1 - Informal Resolution

Your complaint will need to be written down and passed to our Complaints Manager, Laura Iordache. They'll let you know that they have received your letter within 7 days. They will then investigate your complaint, which can take up to 28 days.

When the Complaints Manager looks at your complaint, they'll ask to meet you (you can take someone you trust with you). They will discuss whether we can resolve your complaint without it going to the next stage. We'll also talk about whether we need to take your complaint to your local authority (the people who chose Affinity to look after you).

You'll hear about what we think and how we think your complaint should be fixed within 6 weeks. That's because we want to make sure we've looked at everything properly.


Stage 2 - Formal Resolution

Your complaint may reach this stage for two reasons. The first is if you aren't happy with the way we've tried to solve your complaint. The other reason is if we think that your complaint needs to be dealt with by someone who doesn't work for Affinity Fostering.

Laura Iordache

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You'll be asked to send your complaint in a letter to the Registered Manager. They'll write back within 5 days to tell you that they have asked someone who doesn't work for Affinity to deal with your complaint. They're called an Independent Complaints Investigating Officer. They'll look at your complaint and write a report to tell everyone what they think should be done.

Stage 3 - Independent Panel

If you aren't happy with the Independent Officer's decision, you can write to the Registered Manager to say so. The Registered Manager will then bring together an Independent Panel to look at your complaint.

They'll look at your complaint and will decide if they can do anything or whether they should pass it to Ofsted. Ofsted is an organisation that makes sure that Affinity is doing our job properly.

