



**FORTITUDE
FOSTERING**



***Your Right to
Feedback,
Comment &
Complaint***

www.fortitudefostering.co.uk

We recognise that sometimes we may not get things right and this may lead to a complaint being made.

If you're a **visitor, employee, or carer**, we want to hear from you.

We also just want to hear from you, so please give us feedback, any comments help us to learn and grow.

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.

Registered Manager

Benjamin Bennett on 01903 372 037

Email B.Bennett@fortitodefostering.co.uk

Or

Responsible Individual

Remi Johnson

Email R.Johnson@fortitodefostering.co.uk

Alternatively email

contactus@fortitodefostering.co.uk

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

Please contact our office explaining that you wish to make a complaint. Either by phone, email, or post.

If your complaint is about the Registered Manager please contact the Responsible Individual, and alternatively if about the Responsible Individual please approach the Registered Manager.

Stage One Local Resolution Stage

We will aim to address your complaint. You may be

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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 investigator scrutinising the reports from the investigation with representation from yourself.

Complaints at stage three will be concluded within 30 working days of your written request, if complex 70 days. The independent investigator will communicate their recommendations both verbally and in writing.

There is no further recourse under this procedure and if the complainant is not satisfied with the outcome, the complainant can seek legal advice independently, via Fostering Network, which all carers are members of, or approach OFSTED, or go to the Local Government Ombudsman.

With your comments, feedback, and complaints, please include, your name, address, telephone number and email, so we can come back to you.

Thank You

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

You can contact an independent reviewing body – contact details below.

Ofsted (England)

Email: enquiries@ofsted.gov.uk

Tele: 0300 1231231

Ombudsman (England)

Website: LGO.org.uk

Telephone: 03000610614

Fostering Network

[Fostering Network](#)

[Website](#)

Telephone 0207 20 6400



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