**IMPORTANT CONTACTS**



**COMPLIMENTS**

**COMPLAINTS**

**AND**

**FEEDBACK**



**My Name is:**

**……………………………………………………**

**I Live With:**

**……………………………………………………**

**My Social Worker is:**

**……………………………………………………**

**I Would Like to Complain About:**

**…………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………**

**………………………………………………………………………………………………………….**

**(Please attached additional sheet if necessary)**

**Date: …………………………………………………….**

**Signed: ………………………………………….**

|  |
| --- |
| Social Worker |
| Name: |  |
| Tel: |  |
| IRO |
| Name: |  |
| Tel: |  |
| Supervising Social worker |
| Name: |  |
| Tel: |  |
| Doctor |
| Name: |  |
| Tel: |  |
| Dentist |
| Name: |  |
| Tel: |  |
| Optician |
| Name: |  |
| Tel: |  |
| Therapist |
| Name: |  |
| Tel: |  |
| Other |
| Name: |  |
| Tel: |  |
| Other |
| Name: |  |
| Tel: |  |

If **You Are Unhappy with Your Care Or The Services You Are Receiving You Can Contact Any Of The Following:**

* **YOUR SOCIAL WORKER**
* **YOUR INDEPENDENT REVIEWING OFFICER (IRO)**
* **YOUR FOSTER PARENTS**
* **SOMEONE AT SCHOOL**

**You Can Contact Anyone In The Fostering Team At PCFS:**

PCFS

The Buttery

Highland Court Farm

Bridge

CT4 5HW

Tel: 01227 370808



If You Don’t Feel Comfortable Talking to Your Social Worker, Talk to Your Foster Parents, IRO or Even a Teacher at School, you can post this to your social worker

**OTHER CONTACTS:**

**Ofsted:** 0300 123 1231

[**www.ofsted.gov.uk**](http://www.ofsted.gov.uk)

**Child Line**: 0800 1111

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

**NSPCC:** 0808 800 5000

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

**Chidren’s Commssioner:**

[www.childrenscommissioner.gov.uk/about-us/contact/](http://www.childrenscommissioner.gov.uk/about-us/contact/)

**Coram Voice:**

Online you can fill in our online form to send a message to the **Always Heard team**

* Freephone helpline: **0808 800 5792**
* Email: **help@coramvoice.org.uk**
* Text: **07758 670369**
* WhatsApp (over 16’s): **07758 670369**
* Online: [**Always Heard**](https://coramvoice.org.uk/alwaysheard)

**THERE CAN BE TWO STAGES TO A COMPLAINT:**

**Stage 1** – the complaint is passed to the Registered Manager who will look at the complaint and provide you with a response. The RM may arrange to visit you to discuss the complaint further.

**Stage 2** – If after Stage 1 you are still unhappy then you can ask the Agency Decision Maker to investigate further. The ADM would produce a report with their findings and any recommendations on to resolve the complaint.

* How I Am Cared For
* Where I Live
* Practical Things Such As Clothing Or Food
* Decisions Made About Me In Meetings
* Seeing My Family
* Your Social Worker
* Your Foster Parents
* PCFS

**ARE YOU:**

* Unhappy With What’s Happened to You?
* Needing More Help Than You Are Getting?
* Treated Unfairly?

What Can I Complain About?



* How I Am Cared For
* Where I Live
* Practical Things Such As Clothing Or Food
* Decisions Made About Me In Meetings
* Seeing My Family

**ARE YOU**

Unhappy With What’s Happened to You?

Needing More Help Than You Are Getting?

Treated Unfairly?