



Objective

To ensure all necessary steps are taken to ensure that complaints are dealt with promptly, fairly and efficiently and that all parties receive feedback, whether positive or negative.

Nurture Fostering Ltd, trading as Nurture Fostering and any subsidiary and associated companies, herein referred to as NF, views complaints as an opportunity to learn and improve for the future.

Purpose

To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.

To make sure everyone at Nurture Fostering knows what to do if a complaint is received and the process to follow.

To make sure all complaints are investigated fairly and in a timely manner.

To make sure that complaints are, wherever possible, resolved and that relationships can be repaired.

To gather information which helps us to improve what we do.

Definition of a complaint:

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Nurture Fostering.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements. Dependent on the nature of the complaint, NF are at liberty to inform our clients of any complaints received and the outcome.

Publicised Contact Details for Complaints:

Written complaints may be sent to Marcus Valenti Company Director at Nurture Fostering, 340 Lewisham High Street, London, SE13 6LE or by e-mail at marcus@nurture-fostering.co.uk

Procedure

Complaints can be received verbally in the first instance but must be followed up in writing by the complainant and can be received from various persons i.e.:

- Family Members
- Foster Carers



- Looked After Children
- Social Services
- Clients
- Service Users
- Service Users friends, advocates and families
- Children

All formal and informal complaints will be dealt with in the same way:

A complaint must be received within 28 days of the alleged incident date.

- When the complaint is received the complainant will be informed that we have a formal complaints procedure and outline the procedure to them stating who will contact them and when.
- All complaints will be acknowledged in writing within 5 working days of being received and a copy of the complaints procedure will be enclosed.
- All complaints must be put in writing from the complainant and entered onto the complaints record.
- If required, the complainant may be asked to come into the office or provide more information in order for an investigation to commence.
- Once the complaint has been investigated the complaint should be resolved.
- Any actions arising from the complaint are recorded.
- The complainant should be informed verbally of the outcome and this is followed up in writing.
- If the matter cannot be resolved the complaint should be passed to a Director.

Resolving Complaints

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to the relevant officer responsible for that department.

The Managing Director may elect to handle any complaint received regarding any department and this will invoke stage two of the complaints process.

On receiving the complaint, Marcus Valenti will record it in the complaints log. If it has not already been resolved, they will delegate an appropriate person to investigate it and to take appropriate action.



If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within 5 working days from receipt. Where the appointed person is on leave the matter will be dealt with on their return.

The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within 28 days. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board Level. Where the member of staff subject to the complaint reports directly to a Board Director then this will invoke stage two. At this stage, the complaint will be passed to Marcus Valenti, Managing Director.

The request for Board level review should be acknowledged within 5 working days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

Marcus Valenti may investigate the facts of the case himself or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One if applicable. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One (if applicable) should be kept informed of what is happening. Ideally complainants should receive a definitive reply within 28 days of acknowledgement. If this is not possible because for example, an investigation has been fully completed, a progress report should be sent with an indication of when a full reply will be given. Where the time period for response conflicts with a period of annual leave, sick leave then complainant will be informed of such (be that by email auto office response or direct correspondence) then it is agreed that this will extend the 28 day period by the same number of days.



Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final.

Variation of the Complaints Procedure

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Managing Director should not also have the Managing Director as the person leading stage two review. Availability of Board members to undertake a complaint due to holiday and periods of absence should also be considered in line with timescales.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.