

# Give us your views



We want to know what you think about the services we provide.

Please feel free to complain, comment or compliment. You have useful information that will help us improve the quality of our service. You, your carers, or anyone who represents you can comment or complain to us about any aspect of our service.

## What is a complaint?

We will investigate a complaint if it is one of the following:

- An expression of dissatisfaction about the standard of the service
- Action or lack of action by the charity affecting an individual or group
- An allegation that the charity has failed to observe proper procedures
- An allegation that there has been an unacceptable delay in dealing with a matter or about how an individual has been treated by a member of After Adoption staff

## How do I make a complaint?

**1** If you are not happy with our service you should bring it to the attention of any member of staff. We will discuss the matter with you and seek to reach a resolution within 10 working days. If this is not to your satisfaction you can make a formal complaint in writing. We will support you in this.

**2** When we receive your complaint a senior member of staff will contact all of those involved and carry out any necessary investigation, which should be completed within 25 working days. The aim of this is to reach an outcome acceptable to you. You will be informed this in writing. If you are not satisfied with the result, you should write to the Chief Executive within 28 days and request that your complaint is dealt with under stage three of our complaints procedure.

**3** At this stage we will appoint an independent person with knowledge of the relevant area to review your complaint. The review will examine all the information from previous stages and what After Adoption has tried to do to resolve the complaint. This review will be completed within 25 working days.

At the end of the review a report will be provided to After Adoption's Trustee Board who will make a decision and take any necessary action. You will receive a copy of this report and written details of any final decisions made.

**4** If after receiving the report you are not happy, you can then take the complaint to Ofsted, the Charity Commission or to the commissioning local authority where appropriate - see over for details.

## Your opinion counts!

We are interested in what you think. If you have a comment or a suggestion you'd like to make, you can speak to your worker or contact any member of staff at After Adoption

Contact details are included on the back of this leaflet.

after  
adoption



## Recording of complaints

All complaints are recorded so that we can monitor the types of problems that are occurring, how they are best resolved and the time it takes to resolve them. All information will be treated as confidential and we take care to follow data protection legislation in handling and managing information.

## Outcomes

We hope that you will be satisfied with the outcome. This might be:

- making an apology by letter, telephone or in person
- giving a full explanation of what happened and why
- taking action to put matters right

## Contact us

You can contact us by phone, email or in writing to comment on our service, or to make a complaint. You, or the person representing you, can also request a copy of our complaints procedure.

After Adoption, Unit 5 Citygate, 5 Blantyre Street, Manchester, M15 4JJ.

[information@afteradoption.org.uk](mailto:information@afteradoption.org.uk)  
[www.afteradoption.org.uk](http://www.afteradoption.org.uk)

0161 839 4932



## Ofsted

Piccadilly Gate,  
Store Street,  
Manchester, M1 2WD

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

## Charity Commission

[www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)