



Family Futures



Family Futures CIC
440a Hornsey Rd,
London,
N19 4EB

020 7354 4161
contact@familyfutures.co.uk

**Would you like to comment on
our service?**



Adoption agency registration: SC462984
Company registration: 8423617



Family Futures



Here's what you can do

We try to do our best but sometimes we get it wrong. If you feel this has been the case please tell us. What follows is our Complaints Policy and Procedure

COMPLAINTS POLICY

Family Futures' Complaints Policy was developed specifically to embrace the following principles:

- all service users, agency representatives and training course attendees will have access to this policy, including children and young people who have a separate children's guide which explains the complaints policy
- the policy will be transparent
- complaints will be handled with efficiency and each stage will be concluded within 28 days
- complainants will have the right of appeal
- confidentiality will be maintained at all stages.

PROCEDURE

Stage One – Informal

If any service users, agency representatives and training course attendees are unhappy about any aspect of Family Futures' service provision/operation, the initial action is to discuss the matter informally with the appropriate Manager for the service at Family Futures who will endeavor to resolve the situation to the satisfaction of the complainant. Ideally a meeting will be held.

Stage Two – Formal

If the complaint remains 'active' i.e. unresolved, the Manager will invite the complainant to complete a service user complaints form providing details of their complaint and the outcome they would like. A formal investigation will then be carried out to explore the complaint, this process will take 28 days. This investigation is likely to involve speaking with staff of Family Futures, obtaining statements, considering the child's or service user's records and gathering other sources of information. Sometimes as part of this investigation the complainant will be invited to a meeting to clarify in person the details of their complaint. In some cases where 'wires have been crossed', an explanation may resolve the matter.

Where the complaining party remains unhappy with the explanation, they will be invited to respond to the investigation process in writing. This response will go to the Registered Manager and the Management Team to respond to. If the complainant has a communication problem, then the Registered Manager will respond appropriately.

The management team will formally respond in writing within a further 28 days with Family Futures' position statement to the complainant, clearly setting out the:

- Original complaint
- The range and content of the investigation
- Content of any statements obtained
- The management team's conclusion

The commissioning authority will also be sent a copy of this report. If the complainant is unhappy with the formal response, they have a further 28 days to inform Family Futures of this and take the complaint to stage three.

Stage Three – Independent Review

The Independent Person, Reem Wipfler, will then carry out an independent review of the complaint file.

Our Independent Person is
Reem Wipfler
Tel: 078 856 34377
E: Reem@familyfutures.co.uk

A report by our independent person will then be completed within a further 28 days and will have clear conclusions and recommendations. A copy of this report will be sent to the Complainant and to the Management Team of Family Futures. The Management Team of Family Futures will be obliged to comply with these recommendations.

If the Complainant is still not satisfied, the Complainant is free to engage their commissioning agency's complaints procedure or contact **Ofsted** who inspect Family Futures CIC.

Ofsted - 0300 123 1231
Piccadilly Gate
Store Street
Manchester
M1 2WD

When we have got it right we would also like to know! Please feel free to get in touch.
www.familyfutures.co.uk