

Illuminance Complaints Procedure

Illuminance accepts that complaints may occur from time to time in our work as a fostering agency. If you have any worries about the conduct of our foster carers or anyone involved with

Illuminance, please in the first instance, contact Love Amoh, our Complaints Officer on 07862065650 and Responsible Individual (RI), where required depending on the subject and nature of the complaint, who will respond to your concerns. If your complaint or concern is about the Registered/Fostering Manager, please contact the Responsible Individual via: david@illuminafostering.co.uk.

At Illuminance Fostering, we seek to find a resolution to all complaints at

earliest possible stage. We do accept that sometimes this isn't possible and if you are still concerned you are

entitled, at any time, to make a formal complaint to Illuminance.

How to Complain

- Verbally to any employee of Illuminance Fostering Services.
- In writing to the Complaints Officer, either by letter or our website.
www.illuminafostering.co.uk
- By phone to the complaints Officer on 07862065650.
- By email to Love@illuminafostering.co.uk
- Young people can also text the complaints officer

Who Can Complain?

- Any child / young person placed with Illuminance foster carers (or a parent or someone who has Parental Responsibility)
- Foster carers
- Any person who has applied for an assessment
- Any person considered as having sufficient interest in a child / young person's welfare placed with Illuminance foster carers
- **[not exhaustive - refer to policy]*

Advocacy Support for Young People Making a Complaint

A child or young person is entitled by law to advocacy support that is independent and confidential; this does not apply when it is an adult making a complaint. Illuminance will provide all children or young people making a complaint with information and advice on advocacy and appoint

an advocate for them when asked to.

What Can You Complain About?

- A problem;
- The quality of service;
- The delivery or non-delivery of a service;
- an unwelcome or disrupted decision
- concern about the quality or appropriateness of a service
- quantity, frequency or change of service
- attitude or behaviour of staff
- application of eligibility and assessment criteria
- the impact on a child or young person of the application of Illuminance policy
- assessment, care management and review.

There may be other things not on the

above list that you can complain about – you should contact the Complaints

Officer (Love Amoh) who will advise you.

When Do You Not Have the Right to Complain?

- If your complaint does not relate to Illuminance or anybody acting on its behalf
- The same complaint has already been investigated
- Illuminance can also decide not to accept a complaint if it feels that it may prejudice any of the following investigations; court proceedings, tribunals, disciplinary and criminal proceedings.

How to make a Formal Complaint?

Write to the Complaints Officer at Illuminance Fostering Services,

Love Amoh

Love@illuminancefostering.co.uk

The complaint will need to have the fullest possible details: -

Including: -

- What action or person it relates to?
- Relevant times and dates.
- Any involvement from third parties.
- What action you would like taken to resolve the issue.

The Complaints Procedure

Your complaint will be acknowledged. **Stage 1 – Local Resolution**, the Complaints Officer, will contact the complainant and attempt to resolve the complaint within 10 days and in more complex complaints 20 days.

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If the matter is resolved, a letter of resolution or outcome will be issued in response to informal complaints by the Complaints Officer, and by the Responsible Individual where the complaint is about the Fostering Manager, including details of how the matter was investigated, by whom and with the relevant facts to support the outcome. If the complaint is not resolved at stage 1, the complainant has the right to request their complaint goes to stage 2.

Stage 2 – Formal Investigation

This stage will be activated if the complainant is not completely satisfied with the outcome of Stage One. The complainant will be advised that they must put their complaint in writing to the Complaints Officer, who will then contact the complainant to acknowledge receipt and to advise of

the Investigating Officer, where required other than the Complaints Officer, in relation to the complaint providing them of their name and the expected time frame for the investigation.

A report will be completed following the investigation, detailing how the matter was investigated, by whom and what outcome was reached with relevant evidence to support the report's conclusions.

The Complaint will be fully investigated, and Illuminance will aim to report back to you within 30 days. The individual(s) the complaint is about will not take part in its consideration at the formal resolution stage.

If you are not satisfied you can refer for further consideration.

Stage Three – This is the final stage of 'Bringing light. Sharing love.'

the complaints process. If the complainant is dissatisfied with the outcome of the Stage Two investigation, they must confirm this in writing, including reasons for their dissatisfaction, to a Senior manager/ Fostering Manager/Responsible Individual who will undertake to arrange for the case to be reviewed by an Independent Panel within 30 days.

The panel will be made up of:

- A fostering panel member;
- The Responsible Individual;
- A manager or staff member of the service;
- An independent individual of such background and experience as required;
- A chairperson if none of the above can fulfil that role.
- In any event no person implicated in a complaint may



sit on the panel or be involved in any investigation, and the panel will be constituted in such a way to afford true independent appraisal of the complaint.

- The panel will consider the documentation available in relation to the complaint and any further written representations that the complainant wishes to make in relation to the investigation. The panel will reach a decision within 48 hours of meeting and the complainant will be advised of the outcome in report form to include any actions in order to resolve the situation within 7 days.

If you remain dissatisfied, you are advised to either: -

Contact The Chief Inspector at The Office for Standards in Education, Children's Services and Skills (OFSTED): -

Address: Piccadilly Gate, Store Street, Manchester, M1 2WD

Tel: 0300-123-4666

Email - enquiries@ofsted.gov.uk

Foster carers can also contact below

- Independent Review Mechanism on 0845-450-3956 or 0113-202-2080
- Take independent legal advice, Foster Talk (foster carers)
<https://www.fostertalk.org>

- Contact your local MP.
<https://members.parliament.uk/FindYourMP>

- **Children Looked After can contact below for advice:**
Children Commissioner
0207-783-8330
Infor.request@childrenscommissioner.gov.uk

Or

- **Help at Hand** – 0800-528-0731
help.team@childrenscommissioner.gov.uk

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Where to find us:

Office

100 Avebury Boulevard

Milton Keynes

Buckinghamshire

MK9 1FH

Tel: 07862065650 Tel:

07934018475

Email:

admin@illuminancefostering.co.uk

Web:

www.illuminancefostering.co.uk

Please note: No individual, child or adult will be subject to reprisal (told off) for making a complaint of any nature. Children and young people should be enabled to make complaints

with assistance if required from their carers, SSW or another professional.



Complaints Procedure

Policy reviewed by	IFS – Policy Review Team
Approved by	IFS – Leadership Team
Reviewed date	January 2024
Next review date	January 2025

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