

Complaints Procedure



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 Gary Jeffrey, (Responsible Individual (RI)) on 07368980912 or Love Amoh (complaint officer) on 07862065650. If your complaint or concern is about the Responsible Individual, please contact Ama Appiah, Registered Manager, on 07934018475. Most of these matters can often be resolved informally and Illuminance would always attempt to seek a resolution with which all parties are happy with. If, however, 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 07480936709
- By email to love@illuminafostering.co.uk
- Young people can also text the complaint 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 assessment
- Any person considered as having sufficient interest in the welfare of a child/young person placed with Illuminance foster carers

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.

Your role as a carer/professional in supporting young people to make a complaint

- Listen to the child/young person, take them seriously and try not to be defensive about what they are saying;
- Tell others like the child's social worker or your Supervising Social Worker - they might see something in the complaint that you don't;
- Try to help the child sort out the problem;
- Advocate (speak on their behalf) for the child where appropriate (like a good parent), depending on their age, stage of development and understanding;
- Help the child to access the formal complaints procedure for the fostering service or their local authority;
- Ensure that they get feedback on what happens. No individual, child or adult will be subject to reprisal (told off) for making a complaint of any nature.

What Can You Complain About?

- an unwelcome or disrupted decision
- concern about the quality or appropriateness of a service
- delivery or non-delivery of services, including complaints procedures
- 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 Complaint Officer who will advise you. Love Amoh , Complaints Officer on 07862065650 or love@illuminafostering.co.uk

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@illuminafostering.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 formally within 7 days.

Stage 1 – Local Resolution

The investigating Officer will contact the complainant and attempt to resolve the complaint within 10 days, and with more complex complaints, 20 days. If the matter is resolved, the Complaints Officer will write to the complainant confirming the agreed resolution. 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

The complaint will be fully investigated, and Illuminance will aim to report back to you within 28 days. The individual(s) the complaint is about will not take part in its consideration at the formal resolution stage. If it is deemed appropriate, an independent person will be appointed to investigate the complaint.

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

Stage 3 – Review Panel

If you are not satisfied with stage 2, you can refer in writing for further consideration within 28 days and Illuminance will set up a Panel within 28 days, largely comprised of independent personnel, to adjudicate. The panel's decision

will be made within 2 days and you will be informed within 1 week of its receipt by Illuminance.

- 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

- **Children Looked After can contact below for advice:**

Children Commissioner

02077838330

Infor.request@childrenscommissioner.gov.uk

Or

Help at Hand – 08005280731 – help.team@childrenscommissioner.gov.uk

- **For foster carers if you remain dissatisfied, you are advised to either:**

Take independent legal advice from Foster Talk


<https://www.fostertalk.org>

[or Independent Review Mechanism](#) - on 0845 450 3956 or 0113 202 2080

Alternatively anyone can also contact their Local Member of Parliament (MP) or Local Counsellor

<https://members.parliament.uk/FindYourMP>

'Bringing light. sharing love.'



Contact us at:

Address: Illuminance Fostering
100 Avebury Boulevard
Milton Keynes
Buckinghamshire
MK9 1FH

Tel: 07934018475


Mob: 07862065650

Email: admin@illuminancefostering.co.uk
love@illuminancefostering.co.uk

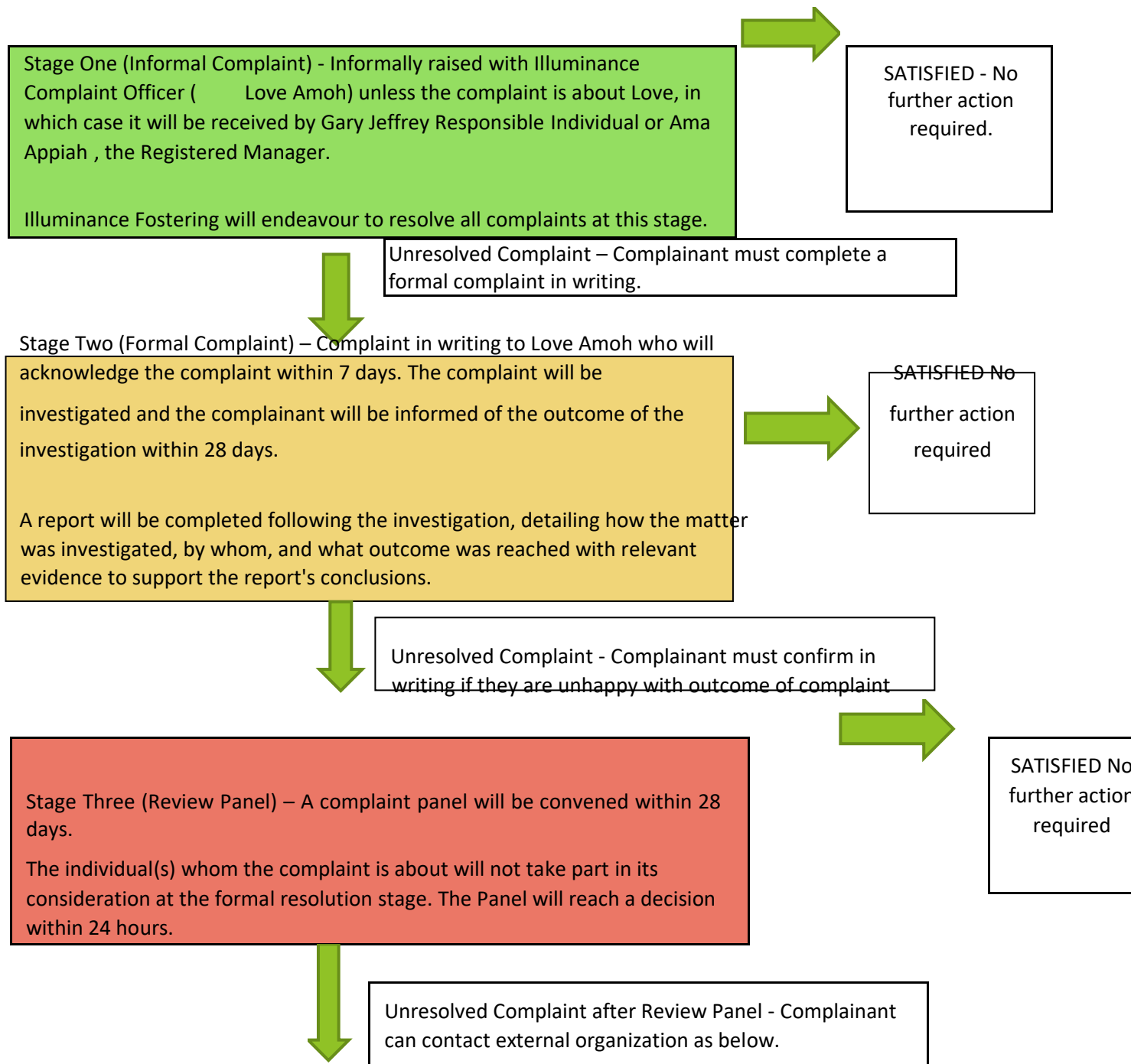
Web: www.illuminancefostering.co.uk

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'Bringing light. Sharing love.'



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- Contact your local MP or;
- The Chief Inspector at Ofsted (Office for Standards in Education, Children’s Services and Skills) at Piccadilly Gate, S email enquiries@ofsted.gov.uk or;
- Contact the Citizen’s Advice Bureau or obtain Independent Legal Advice
- A written record will be made of all complaints or representation, the action taken in response to it and

The Independent Review Mechanism – can review decisions made by Illuminance Fostering. For more information about this s alternatively contact them by phone on 0845 450 3956 or 0113 202 2080

Document Review Information (not to be deleted)

Last Review	by
August 2022	Anita
January 2023 – Complaints officer change of contact number	Janine Asane

