



COMPLAINTS POLICY

Beacon Family Services are committed to providing a high-quality service to everyone. When something goes wrong, we need you to tell us about it and we will do our best to put it right. This helps us to improve our service to children, families and organisations.

Our Customer Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all services.

How to complain

Please contact us with the details. Beacon Family Services would like to sort out any complaint as soon as possible. We will consider and respond to your complaint in line with the procedure below. If we have not resolved it in way we describe, or you prefer to do so, you may contact Social Work England who regulate social work services, the Local Authority for your child or OFSTED if this is in respect of our Adoption Support Services.

Many complaints can be resolved informally. In the first instance contact Beacon Family Services and, if you feel able, speak with staff who will try to sort the matter out.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down your complaint and send it to Charlotte Jenkins or Julie Ashley Higgins, Directors of Beacon Family Services.

What will happen after you tell us about your concern?

- We will send you a letter or email acknowledging receipt of your complaint within three days of receiving it.
- We will then appoint one of the Directors to investigate your complaint within 21 days.
- The Directors will then write to you with the findings of their investigation. In the event that the letter does not resolve the matter we will offer the option of meeting to discuss the matter further
- If you opt to meet with us, we will write to you to confirm what took place.



Beacon Family Services

- At this stage, if you are not satisfied, you should contact us again and we will arrange for an independent complaint handler, unconnected with the matter and not employed by Beacon Family Services, to review the decision.
- We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Birmingham Children's Trust	Social Work England	Ofsted
CASS@birminghamchildrenstrust.co.uk	enquiries@socialworkengland.org.uk	enquiries@ofsted.gov.uk
Tel: 0121 303 1888	Tel: 08081962274	Tel: 0300 123 1231



**Beacon
Family Services**

What Happens Next?

You will receive acknowledgement of your complaint within 5 working days. You may be contacted to make sure that we have understood your complaint properly. You may be spoken to by the person investigating the complaint.

You will receive a response to your complaint within 28 working days of its receipt.

If you are still not satisfied Beacon Family Services will advise you of how you can further escalate your complaint with the relevant body such as the HCPC or Theraplay Institute if appropriate.