



**Beacon
Family Services**

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. Complaints help us put things right and improve our services.

We promise to:

- Treat your complaint fairly, consistently and with respect.
- Acknowledge and investigate it promptly.
- Keep you informed at every stage.
- Learn from complaints to improve our services.

How to make a complaint

You can make a complaint in any of the following ways:

☎ Phone: 0121 270 0590

✉ Email: info@beaconservices.org.uk

🏠 Address: Beacon Family Services, The Family Hub, Farthing Lane, Sutton Coldfield B72 1RN

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, Jim Barton or Katrina Jamieson, 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.
- If you are still unhappy after the Director's response, you can request a review by an independent complaint handler who is not employed by Beacon Family Services. You will receive a final written response within 14 working days of your request.
- If you remain unhappy after our final response, you can take your complaint to an external body:

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