

## Make your voice heard: How you can tell us your experience of our Fostering and Adoption services

We are really interested in hearing from you about your experience of working with the Trust and with our fostering and adoption services. Good or bad we want to hear from you.

If you have any concerns or worries, it is always better to tell someone. Have a chat with your fostering or adoption social worker or if you do not have one please get in touch with the adoption or fostering duty worker by calling 01302 737789.

Most concerns are quickly and easily resolved but if you have further concerns or are not happy about the support you receive from your social worker, we want to hear from you.

You can get in touch with the:

- Fostering team manager Heather Hollingworth by calling 01302 736908 or emailing [heather.hollingworth@dcstrust.co.uk](mailto:heather.hollingworth@dcstrust.co.uk)
- Adoption team manager Claire Holmes by calling 01302 73816 or emailing [claire.holmes@dcstrust.co.uk](mailto:claire.holmes@dcstrust.co.uk)
- Service manager Sue May by calling 01302 862613 or emailing [sue.may@dcstrust.co.uk](mailto:sue.may@dcstrust.co.uk)

We will do everything we can to resolve and concerns or worries you may have but if you are still not happy or if you feel you would prefer to talk to someone outside of the service you may wish to contact the Trust's complaints manager directly by:

- calling 01302 862845
- texting 07855 089284
- emailing [customer.services@dcstrust.co.uk](mailto:customer.services@dcstrust.co.uk).

The complaints manager will:

We will then:

- talk to you about your complaint and find out what you want us to do to put it right
- agree with you the timescale for dealing with it
- write all of this down in a complaints resolution plan, for you to sign and keep a copy of
- keep you updated on progress throughout your complaint
- make sure that you get a full written response from the person who's dealing with your complaint
- explain to you how you can take your complaint further if you are not happy with our response

If you are under 18 years old, an advocate who is separate and independent from our services can offer you one-to-one support. They will listen to your concerns, help give you advice about the complaints process and speak up for you in situations where you don't feel able to speak for yourself.

You may have concern about our service to you or wish to complain on behalf of your child or a child in your care. The complaints manager is currently developing information for children on how to make their voice heard. This will be sent out shortly but in the meantime we hope you find the below useful to explain to children in your care how they can share their comments, compliments or complaints.

### **What can I speak up about?**

It's great to hear about what has made you happy, so please tell us what we are doing right! Just get in touch with us – details below.

But if you aren't happy or if something's bothering you, it's always better to tell someone. You might want to tell us about the way you are being treated by your social worker or foster carers, or any decision we make without first asking what you think. There are lots of people who can help.

### **Who can I talk to?**

It's a good idea to first speak with the worker or social worker you know best. Most issues are sorted out this way. But if this doesn't help, get in touch with the Trust's complaints manager by:

- calling 01302 862845
- texting 07855 089284
- emailing [Customer.Services@dcstrust.co.uk](mailto:Customer.Services@dcstrust.co.uk)
- or fill in the 'tell us your views' form below and post it back to us at Doncaster Children's Services Trust, The Blue Building, 38 - 40 High Street, Doncaster, DN1 1DE

### **How will the complaints manager deal with my complaint?**

The complaints manager will chat with you about your complaint and how you would like it to be dealt with.

### **Can I have someone support me with making a complaint?**

Yes. If you are under 18 years old an advocate, who is separate and independent from our services, can support you. Their role is to listen to your concerns, give you advice, support you through the complaints process and speak up for you when you don't feel able to speak for yourself.

### **I am a bit worried about making a complaint – will it be held against me?**

No. It's your right to make your voice heard. All the information you give us will be treated sensitively.

### **How can I find out more about complaints?**

You can find out more information on the complaints procedure on our webpage [www.doncasterchildrenstrust.co.uk/tellusyourviews](http://www.doncasterchildrenstrust.co.uk/tellusyourviews)

# Tell us your views

I would like to make a: *(please tick the relevant box)*

- comment
- compliment
- complaint

My name: \_\_\_\_\_

Today's date \_\_\_\_\_

Your address: \_\_\_\_\_

Your telephone number: \_\_\_\_\_

Your email: \_\_\_\_\_

Date of birth: \_\_\_\_\_

Please write or draw what is wrong here:-

Tell us what you would like done to put it right:

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Would you like us to put you in touch with an advocate (an independent person) to help you make a complaint? *(Please tick the relevant box)*

- Yes
- No

Thank you for telling us. We will be in touch within 15 days of us receiving this form to arrange a time to meet with you to put things right and make sure they don't happen again.

Data Protection: The information you provide on this form will be used by the Trust to investigate your complaint and will not be passed on to any other organisation without your agreement.