

## **FSW Complaints Procedure**

As a voluntary sector organisation FSW prides itself on the professional service that we offer to our client. However we also recognise that there may be times when our clients feel that we have not provided the service that we should have done. The complaints procedure is set out to ensure that if this is the case we respond in a timely manner and allow the complainant the opportunity to raise the grievance with us.

### **Who can complain?**

In order to make a complaint you must be:

1. the parent or person responsible for the welfare of the child involved;
2. one of the adults that the FSW Practitioner was working with on the case in question; or
3. be the lead professional, from another organisation, on the family in question's case

If you do not fall within one of the categories above you may still write to FSW to voice your concerns. Please note however that we may not be able to enter into any detailed correspondence or discussion with you about a specific family, child or case that one of our Practitioners is working on.

### **How do you complain?**

1. Talk to the person you have been dealing with or their manager. Explain what went wrong and how they can fix it. If you want to do this in writing, you can either email or send in your complaint by post.
2. If we cannot sort things out straight away, we will aim to give you a full response within 10 working days. If it takes longer, we will tell you and explain why.
3. If you are not happy with the response, you can ask the Director of FSW for a review of the original complaint and response. The Director will then review the case notes and respond within 21 days of your request for a review.
4. If you are not satisfied at this point, you may request a review panel. We will convene a panel consisting of an FSW Trustee, the Director of FSW and an independent Social Worker who will meet with you, listen to your concerns, and discuss more fully the responses that you have received.

### **Compliments**

If you felt that you had a positive experience from your involvement with FSW we are also pleased to hear about it.

**Contact Details****Community Services Manager**

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**Director**

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