Complaints Procedure

Family Support Work — The Sussex Charity for Children Since 1890
Last Updated: 04 June 2026

As a voluntary sector organisation, FSW prides itself on the professional service that we offer to our clients. However, we recognise that there may be times when our clients feel that we have not provided the service that we should have done. This complaints procedure is designed to ensure that, where this is the case, we respond in a timely manner and give the complainant the opportunity to raise their concerns with us.

Who Can Complain?

In order to make a complaint you must be:

- The parent or person responsible for the welfare of the child involved;
- One of the adults that the FSW Practitioner was working with on the case in question; or
- The lead professional from another organisation on the family'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 detailed correspondence or discussion regarding a specific family, child or case.

How Do You Complain?

1. Talk to the person you have been dealing with, or their manager. Explain what went wrong and how it can be resolved. Complaints may be made verbally, by email or by post.
2. If we cannot resolve the matter immediately, we will aim to provide a full response within 10 working days. If it takes longer, we will explain why.
3. If you are unhappy with the response, you may ask the CEO of FSW for a review of the original complaint and response. The CEO will review the case notes and respond within 21 days of your request.
4. If you remain dissatisfied, you may request a review panel. The panel will consist of an FSW Trustee, the CEO of FSW and an independent Social Worker, who will meet with you to discuss your concerns and the responses received.

Compliments

If you have had a positive experience with FSW, we would also be pleased to hear about it.

Contact Details

Director of Services | Elaine Waight | elaine@familysupportwork.org.uk
CEO | Martin Auton-Lloyd | martin@familysupportwork.org.uk

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