

# Complaints Procedure

It is our policy to take complaints seriously, deal with them quickly and involve your help

If you need to make a complaint, we suggest that you discuss it with your carers first and agree together an action plan. If however you wish to speak to someone else, this is how you can do it.

**Your Social Worker**  
You can always talk to your own social worker and agree on an action plan.

**PCC Social Worker**  
You can discuss your concerns with a PCC social worker, working with the family.

**Make A Plan**

**PCC Office**  
Will acknowledge your complaint within 5 working days. We will try to have problems resolved within 28 days.  
Will meet with you to plan the action that needs to happen.

**Still not happy**  
Contact VCC (Voice for the child in care). details below.

**If your still not happy**  
Contact Ofsted, details below. This has to be put in writing which PCC can help you with.



## Your Survival Guide to Foster Care



### Useful Numbers

**Childline:** You can chat to somebody via 1-1 web chat on [www.childline.org.uk](http://www.childline.org.uk)  
Or call for free on **0800 1111**

**Ofsted's** Chief Inspector: Picadilly Gate, Stone Street, Manchester M1 2WD  
**0300 1234666** [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

**VoiceYP:** Do you want to find out lots of helpful stuff about being in care and maybe find an answer to your questions...try [www.voiceyp.org](http://www.voiceyp.org)

**VCC** (Voice for the Child in Care) (020) 7833 5792 | (020) 7713 1950

**Commissioner for England Dame Rachel de Souza** works to 'promote awareness of the views and interests of children.

20 Great Smith Street, London, SW1P 3BT Tel: 0207 7838330

[www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk) [info.request@childrenscommissioner.gsi.gov.uk](mailto:info.request@childrenscommissioner.gsi.gov.uk)

If you need to contact **PCC Foster Care Agency** then please phone **020 8887 6888** or find us at Office 41, 639 Enterprise Centre, 639 High Road, Tottenham N17 8AA. Our website is [www.phoenixcommunity.org](http://www.phoenixcommunity.org)

## PCC Fostering Who are they and what do they do?

Phoenix Community Care (PCC) want every young person living with one of our foster carers to be cared for kindly, respectfully and safely. We also want their homes to be a place where they can enjoy their lives while they live there and be safe and be encouraged to achieve and do well.

Your carer works with us and that is why we give them help and advice to make sure you are safe and happy with them.

We know growing up can be tricky sometimes and that is why we all work together like a team!



# There will be Meetings

You might have already noticed that some people love to talk and sometimes it feels like all they are talking about is you! Well they might be but some meetings are really important and they have to happen to make sure things are right for you now and in the future ... so you need to be involved and make sure your voice is HEARD!!!

Don't be afraid to speak up about what you want and how you think

stuff should happen. You can be part of the meeting and be part of the decisions that are being made if you want. Remember to ask lots of questions and don't be afraid to say if you don't agree with what is being said. Everybody will want to hear your side of things so be brave and speak out!

The meeting you will be part of first of all is called a Care Plan Meeting and this is where a plan will be made to see how carers are going to look after your child.

A Look After Child Review will take place over the next coming weeks and this is where we check on all the things which were planned at the first meeting. Making sure the important stuff we arranged did actually happen.



# Your Advocate



Miri is PCC's Children's Champion and her job is to make sure that you're happy in the family that you live with at PCC. If you've any questions or worries or would just like to talk then feel free to call her on 07856 327 182 or email her on [champion@phoenixcommunity.org](mailto:champion@phoenixcommunity.org) or ask your Foster carer to contact her for you.

# SOCIAL WORKERS.....

## Who are they and what do they do?

There are two types of social worker you will probably get to know. The Supervising Social Worker is the person who will be working with the family who are going to foster you and then you will have your very own Social Worker who will work very hard to make sure you are matched with the right type of family.

Your social worker will have lots of information for you to help you settle into the home you'll be staying and you can talk to them about anything that is upsetting you or that you are really happy about, in fact anything that's on your mind, really!

They will try their best to sort out any problems and so it's best to give them a chance and try to get to know them. It may seem a little strange at first but they really are there to help you settle in.

Remember if things get tough you can phone them if you need to talk.

Your safety and happiness is very, very important!  
Why don't you fill in the name and number of your social worker.

NAME .....

NUMBER .....

