

<p>Essex Foster Carers Association Complaints Procedure</p>		<p>To be reviewed when named Trustees change</p>
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Essex Foster Carers Association is committed to providing the best possible service to its members, organisation's, and individuals.

However, we recognise that from time to time there may be occasions when organisations or individuals may feel that the quality or level of service provided falls short of what they could reasonably expect. If you are dissatisfied with the service, we provide to you we would like to hear about it; without your feedback we cannot improve.

Your continued goodwill is greatly valued by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible.

If you are dissatisfied with the service, you receive please tell us straight away by raising your complaint directly with the person concerned.

If the matter is not resolved, please speak to the Amanda Stevens, Vice Chairperson (Amanda.js@live.co.uk 07939 513808) to try to resolve the problem informally and as quickly as possible. If the matter still cannot be resolved, please follow the formal Complaints Procedure below:

This is what you should do:

The complaint should be made either by telephone, letter or email to the Darren Harman-Page, Chairperson (dazzhp@btinternet.com or 07525203354) who will acknowledge in writing, as soon as possible, the receipt of any complaint. In addition to stating the nature and circumstances of the complaint the complainant is strongly encouraged to state the remedial action they wish to be taken.

If the complaint is about the Essex Foster Carers Association, the complaint should be addressed to the Chair of the Trustee Board (marked '*confidential*').

This is what we will do:

The Essex Foster Carers Association (or Chair) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days. If the complaint is found to be justified, the Essex Foster Carers Association (or Chair) will agree any further action to be taken.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case personally to Darren Harman-Page Trustee Board. The appeal must be lodged within 20 days from the date of the original findings of the complaints, procedure. The appeal will normally be dealt with at the next scheduled meeting of the Trustee Board.

If the appeal is found to be justified, the Trustee Board will agree any necessary further action to be taken. Where appropriate, Essex Foster Carers Association shall make a written apology (signed by the Chair) to the complainant. The decision of the Trustee Board is final, and no further appeal is possible.

The Chief Officer (or Chair) will keep the Trustee Board informed of the number and nature of complaints, and the outcomes. S/he will report to the Board on this at least annually.

Please contact:

Helen Cornwall
Secretary to the Essex Foster Carers Association
Helen-efca@hotmail.com