

Details:

### **Mission Statement**

Adoption Matters Northwest is an agency which aims to improve the lives of children who may otherwise be denied the benefits of a secure family environment. As a specialist adoption agency, we will recruit and prepare people who are willing and able to adopt or provide permanent care for these children. Our services are designed to support all those whose lives have been affected by adoption and other types of long term care. We will work in partnership with other agencies. We are a Christian organisation which aims to make a positive difference to children and families of all faiths or none. We will ensure that all people who use our services are treated with dignity, professionalism and respect, without discrimination.

### **Equal Opportunities**

Adoption Matters Northwest strives to operate an equal opportunities policy. We are committed to welcoming people from the widest possible diversity of backgrounds, culture and experience. If you have comments, complaints or compliments on equal opportunities issues, you are encouraged to bring them to our notice by using this form or by writing or telephoning.

Adoption Matters Northwest, 14 Liverpool Road,  
Chester, Cheshire, CH2 1AE  
Tel: 01244 390938 Fax: 01244 390067  
E-mail: [info@adoptionmattersnw.org](mailto:info@adoptionmattersnw.org)  
Website: [www.adoptionmattersnw.org](http://www.adoptionmattersnw.org)

The agency is inspected and approved by Ofsted. They can be contacted at:

Ofsted, North Regional Office,  
Royal Exchange Buildings, St Ann'e Square,  
Manchester, M2 7LA  
Tel: 08456 404045



## Comments

## Complaints

## Compliments

Please continue on a separate sheet if necessary

**NOTE: IF YOU REQUIRE THIS LEAFLET  
IN ANY OTHER FORMAT OR LANGUAGE,  
PLEASE CONTACT US.**  
April 2007

**Adoption Matters Northwest** aims to provide through its social workers and administrative staff a comprehensive adoption service.

We make every effort to ensure this work is carried out efficiently, effectively and in an open and friendly manner.

This leaflet outlines the ways in which you can give us your views or complain if you are dissatisfied in any way with our services.

It is useful to know what people think about our work and we welcome your comments, compliments or complaints. If you do complain, we shall do all we can to investigate your complaint objectively in the shortest possible time and to explain the result to you.

You may use this form or you could write a letter or ask to speak to the Duty Officer.

#### **Comments**

If you return this form with a comment about our services, we shall reply to you in writing.

We are always working hard to improve the services we provide. We would welcome any suggestions you may have about how we can do this.

#### **Complaints**

If you have a complaint, the first step you should take is to discuss it directly with the person with whom you have been dealing. If this is not possible, or you are not happy with the outcome, you should ask to speak to that person's supervisor.

We hope that most problems can be sorted out at this stage and a solution reached which is acceptable to you.

If not, you can ask for the matter to be dealt with informally by the Chief Executive. You may use this form, write a letter, or telephone. We can assist you to write a letter if you wish.

If the Chief Executive is unable to resolve the matter to your satisfaction, or if the complaint is about the Chief Executive, you will be asked to write to the Board of Trustees to make a formal complaint. They will appoint an independent person to look in detail at your complaint and the way it has been dealt with. You will be notified of the Board's decision in writing, together with their reasons and any actions they have taken as a result of your complaint. If you are still not satisfied, you will be given the opportunity to write to or meet with a Panel of three people from the Board of Trustees. This will conclude the agency's complaints procedure, but you will be advised of other avenues for complaint such as the Commission for Social Care Inspection.

All those involved in investigating and responding to a complaint will respect the confidential nature of the information under review.

Complaints may be made on behalf of children. No person will be subject to any reprisals as a result of making a complaint.

#### **Compliments**

We are always glad to hear from people using our services who want to compliment a particular member of staff or the service they receive. If you send us a compliment, we shall write back to you and send a copy to the staff concerned so that they will know their work is appreciated.

## **Tear-off Form**

You may ask a member of staff to help you complete this form. Please give as much detail as possible and continue on a separate sheet if necessary.

Either hand your completed form or letter to the member of staff with whom you have been dealing or post it to:

The Chief Executive  
Adoption Matters Northwest  
14 Liverpool Road  
Chester  
CH2 1AE

Name .....

Address .....

Post Code .....

Tel No .....

This is a: comment

complaint

compliment

Please give details overleaf