



Tell us what
you think ...

Compliments

We love to hear what you think we are doing right.

Complaints


We take complaints very seriously. We really want to put things right and make sure they don't happen again.

Comments

Let us know your ideas about how we can make things better.

Help us get it right!

By telling us what we get wrong, we can make sure we do it right next time.



Who can
help me have
my say?

There are lots of people who can help!

You could talk to:

- someone in your family,
- your foster carer,
- your social worker,
- teacher or an independent advocate.
- Alpha Plus support worker / advocate - Linda Sylvester

**Contact Linda on; 0161 633 2240 or
Lsylvester@alphaplusfostering.co.uk**

Independent advice and advocacy



An advocate is someone who can help you to speak up for you or speak on your behalf, so you can have your views heard.

They can attend meetings with you, write and read letters, make telephone calls for you, and support you if you want to make a formal complaint.

NYAS provide free and confidential advocacy support specifically for children and young people.

You can contact them on:

0808 808 1001

help@nyas.net

What happens when I make a complaint?



We ask the manager to investigate, to try and sort out the problem quickly.

If that doesn't solve the problem, we ask a new person to investigate again.

You can also get in touch with:

Ofsted

(Office for Standards in Education, Children's Services and Skills)

Their contact details are:

Ofsted, Piccadilly Gate, Store Street,

Manchester M1 2WD

0843 504 0627

www.gov.uk/government/organisations/ofsted

How do I give feedback?

You can make a comment, compliment or complain yourself, or with the help of a trusted adult. Here's how...

email

lsylvester@alphaplusfostering.co.uk

phone

0161 633 2240

text

0796 886 5011

write

Send a letter to:
Have your say
Alpha Plus Fostering
Chambers Business Centre
Oldham OL8 4QQ

Tell us about it...

We would welcome your feedback and comments.

My name

Today's date

My address

My phone number

My email address

Write here or draw a picture

If you require more space, please also use the next sheet.

Then place it all in an envelope and sent to;

Have your say

Alpha Plus Fostering

Chambers Business Centre

Oldham OL8 4QQ



alphaplusTM
fostering

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OL8 4QQ
0161 633 2240**