



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.



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





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.

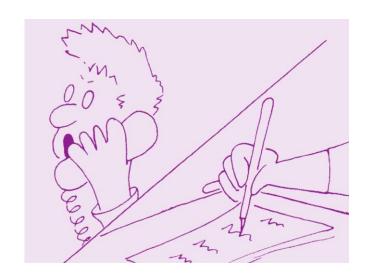
NYAS provide free and confidential advocacy support specifically for children and young people.

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...



Tell us about it...

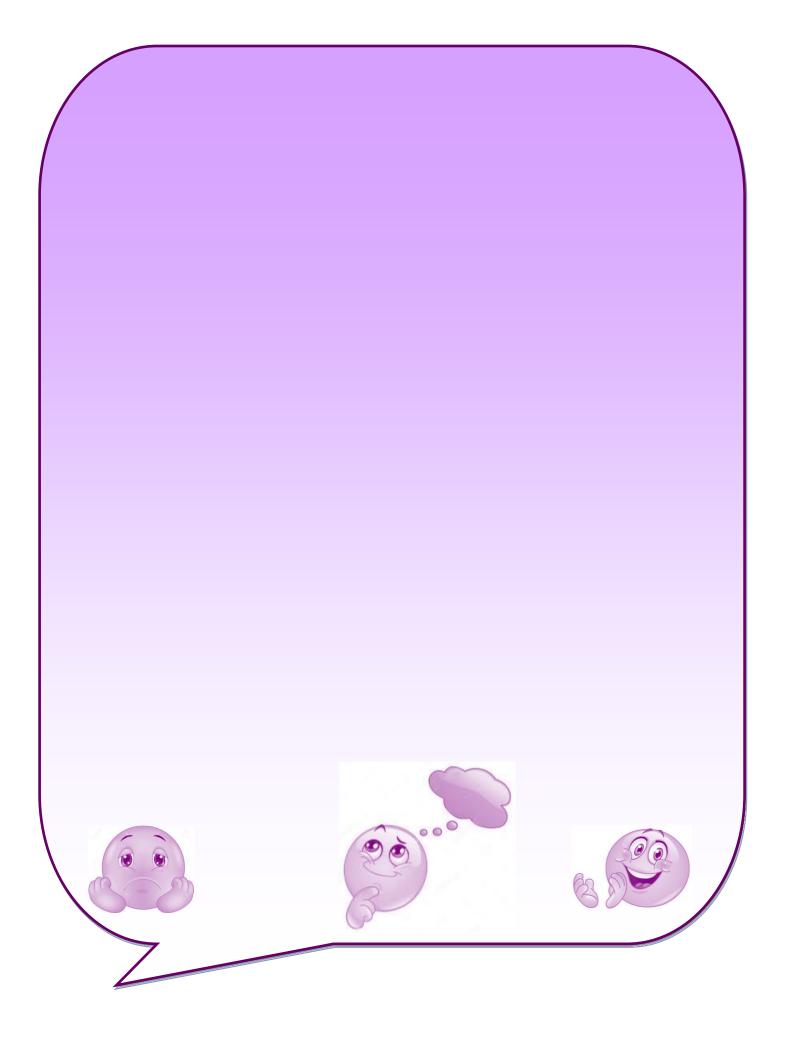
We would welcome your feedback and comments.

| 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





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Oldham
OL8 4QQ
0161 633 2240