



Family Futures

Are You Unhappy  
With Our Service?



Here's What you Can Do

we **try** to do our **best** but  
sometimes we get it **wrong**

If you are unhappy about anything that has been said to you or has happened to you, when you have been at Family Futures you have the right to complain.

## how can I complain?

You can complain by telling or writing to any of the following people:

- Your Parents/Carers
- Your Social Worker
- Your Therapist at Family Futures
- Your Children's Advocate (if you are still on a care order to a local authority)
- Family Futures Independent Person, Roger Weissman, is someone who is experienced in the field of fostering and adoption, who is independent of Family Futures and whose job it is to make sure that children and families get a good service from Family Futures.

**If a complaint is made they will take it seriously and investigate and will try and sort things out in a friendly way.**

how do I **contact** these people?

Family Futures  
email **contact@familyfutures.co.uk**  
or telephone **020 7354 4161**  
Mr Roger Weissman  
email **roger.weissman@lineone.net**  
or telephone **07957 657721**  
**or log on to the website**  
**www.familyfutures.co.uk**

the **what happens** next?

Whoever you have approached will try and sort out the problem with you and the person concerned as quickly and as fairly as possible. If you are still not happy then you should tell the person you originally complained to that you are not happy and they will start a detailed investigation into your complaint. How this will be done will be explained to you.

Alternatively you can contact Ofsted.

**Ofsted**  
**NBU, 3rd floor**  
**Royal Exchange Buildings**  
**St Ann's Square, Manchester**  
**M2 7LA**  
**Tel 08456 404040**

These people register and inspect us and are there to protect you.