

Suggestions Improvements Complaints & Appeals

Fostering and Adoption



ABERDEEN
CITY COUNCIL

Suggestions, Improvements, Complaints and Appeals

Fostering and Adoption Service

The Adoption and Fostering Service always wants to improve the way in which we work with prospective adopters or those wishing to become foster carers. We welcome comments and suggestions from applicants at any stage in the process from initial enquiry right through the assessment until the agency decision is made about approval.

At all stages of the application, applicants should be aware of how to make their views known and how to ask for a decision to be reviewed. This leaflet helps applicants understand how to do this.

The Fostering and Adoption Service also reviews current foster carers and finds families for children who need both temporary and permanent care. We welcome comments and views about all these processes, so we can improve our service to children of all ages.

Sometimes there are occasions when applicants wish to make a complaint about the way their assessment has been carried out, or who do not agree with a decision. This leaflet also helps applicants understand how to make a complaint or how to lodge an appeal.

How to make a suggestion to improve the service

If you have a good idea, please share it with us. We would really like to hear from you, whether you think it is a simple matter or something more important.

Please send your suggestion to 77-79 King Street, Aberdeen, using the tear off sheet We will acknowledge your idea and keep you informed about whether it has been implemented.

What you can do if you want to report a concern

If you are unhappy about any part of the Service, as a foster carer, adopter or applicant, you should first raise this with your social worker. If you remain unsatisfied, you should ask to speak to their Team Manager who will try to address your concerns. Should you feel dissatisfied with their response, you should then write to the **Service Manager**.

How to ask for a decision to be reviewed

As part of the assessment of prospective adopters and foster carers, your Social Worker will carry out a number of home visits and also undertake a range of checks and references. You will also be involved in providing evidence for a range of your skills and abilities. You can usually expect a joint visit with the Senior Social Worker or another Social Worker who will be able to provide a second opinion on the assessment. If at any stage of your assessment, the Social Worker does not feel able to continue with your application, they will let you know that they have concerns and wish to consult with their line manager.

If following this consultation, the view of the service is that the assessment cannot proceed any further, you should be given written reasons for this. You should also be advised about how you might re-submit a further application at a later date, if this is appropriate.

If you are unhappy with the reasons given or wish to have the matter re-considered, or feel that you have not been treated fairly, you should write to the **Service Manager**.

You may also write requesting that your application is put to the Adoption and Permanence Panel or Fostering Panel, for their consideration, even if your Social Worker is not able to recommend your approval.

In this case, please write to the **Panel Chair Person**.
c/o Adoption and Fostering Service
77-79 King Street
Aberdeen AB24 5AB

How to make a complaint

Please ask for a leaflet called "Have Your Say - How to complain about Social Work Services". You can also find it on the Aberdeen City Council website.

Or you can write a letter of complaint and send it to the **Social Work Complaints Officer**.

As Aberdeen City Council's Adoption and Fostering Service is regulated by the Care Commission, you may also make a complaint to the Care Commission.

How to lodge an appeal about recommendations made by the Adoption & Permanence Panel and/or subsequent agency decisions

All prospective adopters and foster carers will have their application considered by either the Adoption and Permanence Panel or the Fostering Panel. Your Social Worker will have given you leaflets explaining the function of these panels and what is involved in attending them. There are sometimes occasions when applicants wish to appeal the recommendation made at the panel or the subsequent decision made by the Agency Decision Maker.

There is a formal appeals procedure that outlines all the steps you need to follow, should you wish to lodge an appeal. Please ask your Social Worker to give you a copy of this procedure and get them to explain what is involved. If you wish to lodge an appeal, you should fill in an appeal form and return it within 28 days of receiving the agency's decision (21 days following the panel meeting) stating the grounds for your appeal.

This should be sent to the **Director of Social Care and Wellbeing**.

Can I make another application to adopt or foster if my application was unsuccessful?

It can be extremely upsetting if applicants are unsuccessful at any stage in the process, and feelings may be very raw. However, for some people, the passage of time brings changes and depending on the reasons why your application was or not taken forward, it may be appropriate to request that your application is considered anew. However, depending on the reason your application was denied, there may not be an opportunity for reapplication.

Contact Details

Service Manager
Social Care and Wellbeing
Aberdeen City Council
77-79 King Street
Aberdeen AB24 5AB

Panel Chair Person
Adoption and Fostering Service
Aberdeen City Council
77-79 King Street
Aberdeen AB24 5AB

Social Work Complaints Officer
St Nicholas House
Broad Street
Aberdeen AB10 1AX

Director of Social Care and Wellbeing
Aberdeen City Council
St Nicholas House
Broad Street
Aberdeen AB10 1AX

The Care Commission
Johnstone House
Rose Street
Aberdeen AB10 1UD

Please contact us on the telephone number below if you want this document in Braille, large print or on an audio CD, or if you want the document translated into another language.

إذا كنت تود الحصول على هذه الوثيقة بالخط العريض أو البريل أو الأشرطة الصوتية المدمجة أو كنت تود ترجمتها إلى لغة أخرى فالرجاء الاتصال بنا على الهاتف أدناه.

আপনি যদি এই দলিলটি ব্রেইলে, বড় ছাপার অক্ষরে বা শোনার জন্য সিডি, অথবা দলিলটি অন্য কোন ভাষায় অনুদিত চান তবে অনুগ্রহ করে নীচের টেলিফোন নম্বরে ফোন করে আমাদের সাথে যোগাযোগ করুন।

如欲索取此文件的凸字版、大字版、語音光碟，或其他語文翻譯本，請致電下列號碼。

Proszę się skontaktować z nami pod poniższym numerem telefonu jeśli ten dokument jest wymagany w alfabecie Brajla, w dużym druku, na płycie kompaktowej CD lub przetłumaczony na inny język.

Пожалуйста, свяжитесь с нами по номеру телефона, указанному ниже, если Вы хотите получить этот документ шрифтом Брайля, крупным шрифтом или на компактном аудио диске, а также если Вам нужен перевод этого документа на другой язык.



01224 793 830



www.aberdeency.gov.uk/adoptfost