

# Appendix 1 Flowchart

| Manchester Family Placement Service Foster Carer Complaints – flow chart |                                       |  |
|--|---------------------------------------|--|
| TIMESCALE  | PERSON                                | NOTIFICATION//REFERRAL                                     |
| <i>Immediately/same working day</i>                                      | Complaint Received by SSW/Duty SSW    | Complaints Officer - tracks complaint                      |
|  | Family Placement Service Team Manager | LADO/ MSCB Threshold Criteria met for Managing Allegations |
|  | Locality Team Manager<br>SW           | Child Safeguarding Procedures                              |
| Complaint Unfounded  |                                       | Strategy Meeting   |

## Timescale commences

|  |   |   |
|--|---|---|
|  | Family Placement Service Investigation agreed           |   |
| Within one working day of decision                   | Allocated to  |   |
| Within two working days- orally and by letter        | Allocated SSW informs foster carer                      | Letter sent to foster carer by team manager |
| Within five working days of allocation               | Corporate Complaints Investigator contacts foster carer |   |
| 12 weeks (inc 4 weeks for circulation of report)     | INVESTIGATION   |   |
| <b>At 12 Weeks</b>                                   | <b>FOSTERING PANEL</b>                                  |   |
|  | Agency Decision Maker                                   |   |
| Appeal to Panel – 28 days                            | Letter to foster Carer                                  | IRM – 28 days                               |
|  | <b>FOSTERING PANEL</b>                                  |   |
|  | Agency decision Maker's Final Decision                  |   |
| within two working days.<br>Within five working days | Foster carer informed orally of ADM's decision          | Letter sent to foster carer                 |