



Commendations, Recommendations and Complaints Policy – *English version*

File Reference Number (for office use)	
--	--

Agenzija Tama is interested in your views. How well do you think Agenzija Tama met your needs? Did we take time to understand your service request? Was our response all it could have been? Were we polite, professional and efficient?

We know well that an adoption is a very sensitive subject and with your help and feedback we are committed to improve our service continuously. If you have any:

- Commendations – if you are happy with the service you receive
- Recommendations – if you have suggestions about how we might improve
- Complaints – if you are not satisfied with the service you receive

Agenzija Tama acknowledges its obligations, upon commencing operation, to respond in writing and on a timely basis to any complaint received regarding a service it offers or an activity in which it engages.

We assure our clients that complaints will be taken seriously and addressed promptly and will not be the basis for retaliation against them. Our aim will always be to seek to reach an amicable resolution in a collaborative and cooperative spirit. Complaints forwarded to Agenzija Tama can come from but are not limited to:

- Complaints by child/ren against adoptive parent/s
- Complaints by child/ren against staff of the adoption agency
- Complaints by adoptive parent/s against family members of adopted child/ren
- Complaints by adoptive parent/s against staff of the adoption agency
- Complaints by adoptive parent/s against the Adoption agency

The Agency reserves the right to investigate any complaint against any adoptive parent/s and/or cases of abuse of child/ren in adoptive families.

Please send your feedback on e-mail address info@agenzijatama.com or phone directly our Administration Manager.

By signing this document, adoptive parents are confirming they understand and abide to this Commendations, Recommendations and Complaints Policy employed by Agenzija Tama.

Male Applicant Signature

ID card number

Female Applicant Signature

ID card number

Date



Reazzjonijiet, Rakkomandazzjonijiet u Ilmenti - *Verżjoni Maltija*

File Reference Number (for office use)

Agenzija Tama hija interessata fil-fehma tiegħek. Kemm Agenzija Tama sodisfatt il-bżonnijiet tiegħek? Hadna bizejjed ħin biex nifhmu it-talba tiegħek? Kien ir-rispons tagħna tajjeb u f'waqtu? Kienu in-nies tagħna edukati, professjonali u effiċjenti?

Nafu sew li adozzjoni huwa suġġett sensitiv ħafna u bl-għajnuna u r-rispons tiegħek, aħna nimpenjaw ruhna biex itejbu s-servizz tagħna kontinwament. Jekk għandek xi:

- Reazzjonijiet - jekk inti kuntent bil-servizz li tircievi
- Rakkomandazzjonijiet - jekk għandek suġġerimenti dwar kif nistgħu intejbu is-servizz
- Ilmenti - jekk m'intix sodisfatt bir-servizz li rcivejt

Agenzija Tama tirrikonoxxi l-obbligi tagħha u tizzgura li lmenti li tircievi fir-rigward ta' servizzi li toffri jew attività li teżerċita jkunu segwiti u risposti bil-miktub fi zmien qasir.

Aħna nassiguraw lill-klijenti tagħna li l-ilmenti se jittieħdu bis-serjetà u jkunu indirizzati fil-pront u qatt mhux ser ikunu l-bażi għall-ritaljazżjoni kontra min għamel l-ilment. L-għan tagħna dejjem se jkun li jintlahaq akkord amikevoli fi spirtu kollaborattiv u kooperattiv. Ilmenti mressqa lill Agenzija Tama jistgħu jidhlu kif imsemmi hawn taht iżda mhux limitati:

- Ilmenti minn tifel/a/tfal kontra ġenitur adottiv/i
- Ilmenti minn tifel/a/tfal kontra persuna tal-Aġenzija Tama
- Ilmenti minn ġenitur/i adottiv/i kontra membri tal-familja tat-tifel/a/tfal adottati
- Ilmenti minn ġenitur/i adottiv/i kontra persuna tal-Aġenzija Tama
- Ilmenti minn ġenitur/i adottiv/i kontra Aġenzija Tama

L-Aġenzija tirriżerva d-dritt li tinvestiga kull ilment kontra kwalunkwe ġenitur adottiv/i jew każijiet ta' abbuż ta' tfal fil-familji adottivi .

Jekk jogħġbok ibgħat ir-rispons tiegħek fuq l-indirizz e-mail info@agenzijatama.com jew cempel direttament L-Administration Manager ta' Agenzija Tama.

Bl-iffirmar dan id-dokument, il-ġenituri adottivi qed jikkonfermaw li qed jifhmu u jirrispettaw il-Politika ta' Reazzjonijiet, Rakkomandazzjonijiet u Ilmenti impjegata mill Agenzija Tama.

Firma tar-Ragel

Numru tal-karta tal-identita'

Firma tal-Mara

Numru tal-karta tal-identita'

Data