

# How to make complaints and suggestions

A guide for children  
and young people

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Department of Community  
and Children's Services



# Have your say

This leaflet explains what to do if you have a complaint or suggestion to make. Whatever the reason, we want to hear from you.

You may:

- be unhappy about decisions we have made about your care
- think that no one is listening to you
- feel that you are not being treated properly by our staff, your social worker or carers
- have an idea about how to improve the service.

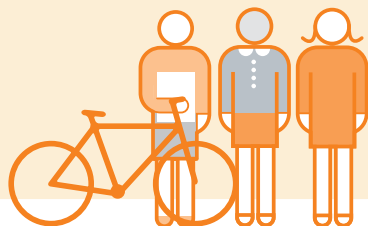
If you have something to say, we want to hear it.

You can ask a friend to help you make a complaint, or you can ask the Complaints Officer to find an adult to help you. This person is called an 'advocate' and they will help you to explain your complaint. You can find further details about Independent Advocates within this leaflet.

## How to get in touch with us

You can:

- phone the Complaints Officer on **020 7332 3498**
- email the Complaints Officer at **CYPScomplaints@cityoflondon.gov.uk**
- download our guide on how to make a complaint: **[www.cityoflondon.gov.uk/services/children-and-families/](http://www.cityoflondon.gov.uk/services/children-and-families/)**



# What happens next?

We respond to all complaints and suggestions as quickly as possible. With complaints, we follow a three stage process:

## 1 Stage one

A manager or member of staff will try to resolve your complaint within ten working days. If we need more time we will ask your permission.



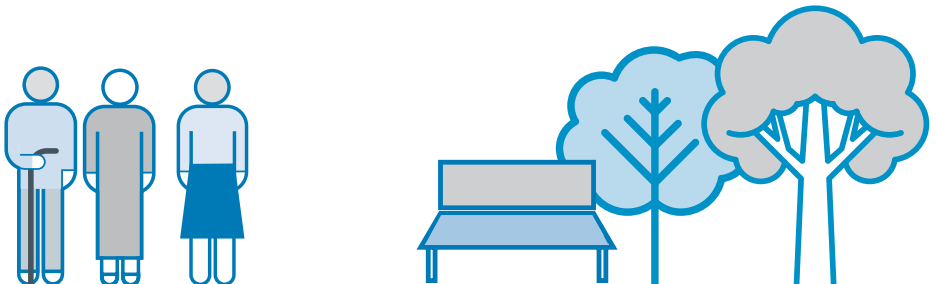
## 2 Stage two

If you are still not happy with the response, you can ask for your complaint to be investigated. The Complaints Officer will ask an independent person to do this. The investigation should not take more than 25 working days.



## 3 Stage three

If you still think that your complaint has not been sorted out, you can appeal to a review panel. This is a group of three independent people. They will listen to your complaint and tell us what they think.



## What if I'm not happy with what you say?

The Department of Community and Children's Services can organise and pay for children and young people to receive support from an Independent Advocate using the following organisation.

### Action for Children Children's Rights Services

Vera Beining

Email: vera.beining@  
actionforchildren.org.uk

Email: LondonIV@  
actionforchildren.org.uk

Phone: 020 7254 9408/  
07764 253 677

If you're not happy with the way we have dealt with your complaint, you can appeal to the Local Government Ombudsman or contact the DfE or Ofsted.

### Local Government Ombudsman

PO Box 4771

Coventry CV4 0EH

Phone: 0300 061 0614

[www.lgo.org.uk](http://www.lgo.org.uk)

### The Department for Education (DfE)

Phone: 0370 000 2288

[www.education.gov.uk](http://www.education.gov.uk)

### The Office for Standards in Education, Children's Services and Skills (Ofsted)

Piccadilly Gate, Store Street  
Manchester M1 2WD

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Phone: 0300 123 1231  
(Monday to Friday 8am-6pm)

[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

There are other people who can help children and young people with their problems.

### Childline

Phone: 0800 1111

[www.childline.org.uk](http://www.childline.org.uk)

### Kidscape

Phone: 020 7730 3300

[www.kidscape.org.uk](http://www.kidscape.org.uk)

### The Children's Society

Phone: 0300 303 7000

<http://childrenssociety.org.uk>

## Did you know?

We can arrange for an interpreter to explain this or any other publication from the Department of Community and Children's Services.

