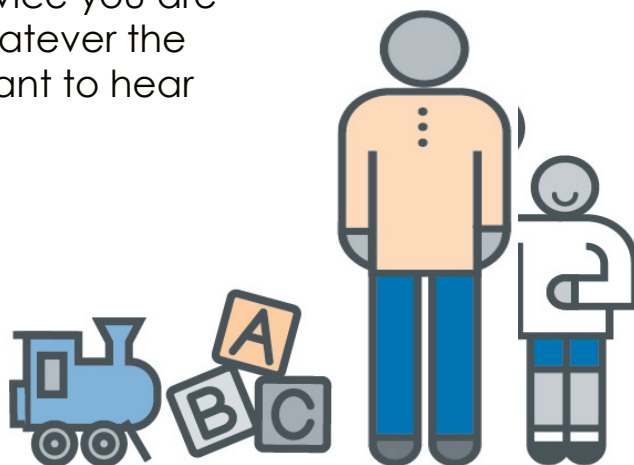


Making a complaint or suggestion

A guide for children and young people

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



A guide to

Making a complaint or suggestion

Department of Community
and Children's Services

City of London Corporation



Are you receiving a service from children's social care or early help?

Tell us what you think about our services, how we can do things better, and the things we do well.

We want to hear from you.

You may:

- have an idea about how to make the service better.
- be unhappy about decisions we have made about your care
- feel that your worker is not listening to you or understanding what you need
- feel that you are not being treated fairly
- feel that you have experienced racism or discrimination (a feeling that you aren't being treated right)

You are not alone

You can ask a friend or adult to help you make a complaint or suggestion.

You can get an independent adult to help you.

This person is called an 'advocate' and they will help you to explain your complaint or suggestion.

You can find further details about Independent Advocates in this leaflet.

What happens when you make a complaint?

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

Stage One

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

Stage Two

If you are not happy with the response, you can ask for your complaint to be investigated further. The Complaints Officer will ask an independent person to do this. The investigation should not take more than 25 working days for a simple complaint and no more than 65 days if your complaint is more complicated.

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.

How to get in touch with us:

- phone the Complaints Officer on **020 7332 3498**
- email the Complaints Team at **DCSComplaints@cityoflondon.gov.uk**
- read our guide on how to make a complaint: **cityoflondon.gov.uk/feedback**

Coram Voice - Getting young voices heard

If you need help making a complaint, we can arrange for Coram Voice to support you.

Advocacy Helpline: **0808 800 5792** | coramvoice.org.uk

If you're not happy with the way we have dealt with your complaint, you can appeal to:

Local Government Ombudsman

Phone: **0300 061 0614** | lgo.org.uk

The Department for Education (DfE)

Phone: **0370 000 2288** | education.gov.uk

Ofsted

Email: enquiries@ofsted.gov.uk

Phone: **0300 123 1231** | ofsted.gov.uk

For any other problems you might be having, contact:

Childline

Phone: **0800 1111** | childline.org.uk

The Children's Society

Phone: **0300 303 7000** | childrenssociety.org.uk

There's also lots of information and services on the **CiCC - City of London Family Information Service**.

We can arrange for an interpreter to explain this leaflet, or we can send a translation of this document.

