

Get yourself heard

Children and young people's guide to making a complaint



What can you make a complaint about?

You can make a complaint if you are unhappy about any service you receive from us, for example, you are:

- living with foster carers;
- receiving day services or 16+ services; or
- refused a service that you feel you should have received.

If you have a problem or cannot get a service you need, or have any suggestion on how we can improve our services, we want to know about it.

How making a complaint can help your situation

When you make a complaint, we will:

- try to put things right;
- give you an explanation of why we did something in a certain way, or perhaps give you an apology; and
- learn from the mistake, as it will help us not to make the same mistake again.

What to do when you have a problem

Talk to someone you trust

This could be your social worker, teacher, parents or foster carers. These are the people who probably know you best.

Tell us how you feel

Tell us about the situation or things that are troubling you or causing problems. You can ask the person you trust to do this if you feel unable to. If you don't feel able to talk about it to anyone, you can write down the problem on the card in the middle of this leaflet, and return it to us.

You can also telephone the Children's Rights Officer on **020 8509 3432**; they will be able to help you. Their address is:
Children's Rights Officer
12 Church Hill
Walthamstow, E17 3AG

What we will do about your complaint

Appointment of the Investigating Officer

We will contact the manager of the person who makes you feel unhappy to try and sort out the problem. This can take up to ten working days. We will let you know if it will take longer.

If you are not satisfied with the outcome, we will appoint an Investigating Officer to investigate your complaint. This person is not connected with the service you are complaining about. This usually takes a further 25 days.

Appointment of an Independent Person

We will also appoint an Independent Person. This person does not work for Social Services and will ensure that your complaint is looked at fairly and reasonably.

Appointment of an Advocate

If you would like someone to support you in making a complaint and help you through the different stages of the procedure, we will appoint an Advocate to ensure that your views and feelings are heard.

Call the Children's Rights Officer on **020 8509 3432** or fax **020 8509 2323** if you would like an Advocate.





BUSINESS REPLY SERVICE
Licence No EDO 1081/9



Waltham Forest Complaints
Children and Young People Services
Freepost EDO 1081/9
Silver Birch House
Uplands Business Park
Blackhorse Lane
Walthamstow
E17 5SD

Waltham Forest Contact Card

If you wish to discuss a problem or complain about a service you are receiving, or would like to receive, please fill in this card and post it to us. We will contact you and try to help.

It is also important to let us know when things are going well. Please make a suggestion or compliment on this card.

Your name _____

Your address _____

Your telephone number _____

Your email address _____

About the complaint

Which service are you complaining about?

What is your complaint, compliment or suggestion?

Signature _____ Date _____

Setting up the Review Panel

If you feel that the situation has not been sorted out, or you're unhappy with the outcome, you can ask for the case to be heard by a Review Panel.

The Panel is made up of an independent chair and two independent people. Your complaint must be heard by them within a further 25 working days.

This Panel will take a 'fresh look' at your complaint to consider what stands in the way of it being resolved. It will make recommendations to the Executive Director of Children and Young People Services.

You will be told of the decision with 20 working days of the meeting.

There is more than one way to complain

You can discuss your problem with your local Councillor or MP at any time. You can find out who your local Councillor is by asking at your local library or calling Waltham Forest Direct on **020 8496 3000**.

Details of local Councillors and their surgeries are available on Waltham Forest Council's website at **www.walthamforest.gov.uk/councillor-contact**

MPs details are also available at; **www.walthamforest.gov.uk/political-structure-mp**

The Local Government Ombudsman

You can also go directly to the Local Government Ombudsman if you want to complain about any council services. Their address is:

Local Government Ombudsman

Millbank Tower
Millbank
London SW1P 4QP

Tel: **020 7217 4620**

Fax: **020 7217 4621**

Adviceline: **0845 602 1983**

Web: **www.lgo.org.uk**

How to get in touch with Children and Young People Services

To contact Social Services contact the Children and Families First Response and Assessment Service by calling Waltham Forest Direct on **020 8496 3000**.

Our offices are open 9am–5.15pm Monday to Thursday and 9am–5pm on Friday.

If you are in hospital please contact –

The Hospital Social Work Team

Whipps Cross Hospital
Whipps Cross Road
Leytonstone E11 1NR

Tel: **020 8539 5522**

Fax: **020 8535 6548**

Minicom: **020 8558 2885**

Contacting the Complaints Team

For more information on making a complaint, please contact the Complaints Manager –

The Complaints Manager

Children and Young People Services Complaints
Silver Birch House
Uplands Business park
Blackhorse Lane
London E17 5SD

Tel: **020 8496 3000** and ask for Children and Young People Services Complaints Service

Other people who can help you

Children's Legal Centre

Children's Legal Centre
Tel: **0845 120 2948** or
Tel: **0800 783 2187**
www.childrenslegalcentre.com

Voice

Tel: **0808 800 5792**
www.voiceyp.org
Email: help@voiceyp.org

Childline

Tel: **0800 1111**

NSPCC – Child Protection Line

Tel: **0800 800 500**

National Youth Advisory Service

Tel: **0800 616 101**
www.nyas.net

Children's Rights Officer

12 Church Hill,
Walthamstow,
E17 3AG
Tel: **020 8509 3432**

Request for translated information or request a copy in large print, on tape or Braille

This leaflet tells you how to make a complaint about Social Services. If you are unable to understand it because English is not your first language, you can discuss it with someone in your own language. Please tick the appropriate box, write your name, address and telephone number and return the whole form to the address below.

<p>Kjo fletushkë ju tregon se si mund të bëni ankesë rreth Shërbimeve Sociale. Nëse nuk je në gjendje që ta kuptoni për shkak se gjuha Angleze nuk është gjuha juaj e parë, mund të bisedoni rreth kësaj me dikend në gjuhën tuaj. Ju lusim shenoni katorrin përkatës, shkruani emrin, adresën dhe numrin e telefonit tuaj, dhe kthejeni tërë formën në adresën e dhënë.</p> <p style="text-align: right;">Albanian <input type="checkbox"/></p>	<p>Waraaqdani waxaa ay kuu sheegeysa sida cabashada looga sameeyo Adeegga Bulshada. Haddii aadan awoodin in aad fahamtid ayadoo aysan luqada Ingiriisku luqadaadii koowaad aheyn awgeed, waxaad kaala hadli kartaa qof adigoo luqadaada adeegsanaya. Fadlan sax sanduuqa ku haboon, ku qor magacaaga, cinwaankaaga iyo lambarka taleefoonkaagaba, foomka oo dhanna u soo celi cinwaanka hoos ku yaalla.</p> <p style="text-align: right;">Somali <input type="checkbox"/></p>
<p>সোমাল সার্ভিসের বিরুদ্ধে কিভাবে অভিযোগ করতে হয় এ লিফলেটটি আপনাকে তা বলেদেবে। ইংরেজী আপনার প্রধান ভাষা না হওয়ায় এটি বুঝতে যদি আপনার কোন অসুবিধা হয়, তাহলে আপনার নিজের ভাষায় এ ব্যাপারে আলোচনা করতে পারেন। দয়াকরে প্রয়োজ্য কাজে টিক চিহ্ন দিন, আপনার নাম, ঠিকানা ও টেলিফোন নম্বার লিখে সম্পূর্ণ ফর্মটি নীচের দেয়া ঠিকানায় ফেরৎ পাঠিয়ে দিন।</p> <p style="text-align: right;">Bengali <input type="checkbox"/></p>	<p>Bu basılı duyuruda Sosyal Hizmetler konusunda nasıl şikayette bulunabileceğiniz anlatılmaktadır. Eğer asil diliniz İngilizce olmadığı için burada yazılanları anlayamıyorsanız, dilinizi bilen biriyle bunları karşılıklı konuşabilirsiniz. Lütfen uygun kutunun içini işaretleyip adınızı-soyadınızı, adresinizi ve telefon numaranızı yazdıktan sonra formun tümünü aşağıdaki adrese geri gönderin.</p> <p style="text-align: right;">Turkish <input type="checkbox"/></p>
<p>Ce fascicule vous renseigne sur la manière de formuler une plainte à l'encontre des Services Sociaux. Si vous ne le comprenez pas parce que l'anglais n'est pas votre langue maternelle, vous pouvez en discuter avec quelqu'un dans votre propre langue. Veuillez cocher la case appropriée, indiquer votre nom, votre adresse et numéro de téléphone, et retourner le formulaire en entier à l'adresse indiquée ci-après.</p> <p style="text-align: right;">French <input type="checkbox"/></p>	<p>اس لیفٹ میں بتایا گیا ہے کہ آپ سوشل سروسز کے بارے میں شکایت کس طرح سے کر سکتے ہیں۔ اگر آپ اسے سمجھ نہیں سکتے ہیں، کیونکہ انگریزی آپ کی پہلی زبان نہیں ہے تو آپ اپنی زبان میں کسی سے بات کر سکتے ہیں۔ براؤ کر مناسب خانے پر نشان لگائیے اور اپنا نام پتہ اور ٹیلیفون نمبر لکھ کر اس پورے فارم کو درج ذیل ایڈریس پر واپس بھیج دیجئے۔</p> <p style="text-align: right;">Urdu <input type="checkbox"/></p>
<p>Name _____ Address _____ _____ _____ Tel _____</p>	<p>Return to: Statutory Complaints Children and Young People Services Freepost EDO1081/9 Silver Birch House Uplands Business Park Blackhorse Lane, Walthamstow London E17 5SD</p>



