

Children and young people's  
Social Care

**Comments**

**Compliments**

**Complaints**

form



**Please tell us what you think...**

Tel: 01702 215515

Email: [childrenscomplaints@southend.gov.uk](mailto:childrenscomplaints@southend.gov.uk)

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

# Comments

If you make a comment or suggestion we will write to you to say what we are going to do with it.

# Compliments

Sometimes you might want other people to know that someone has done a good job. You can contact us in any of the ways shown on page 4 and we will pass on your good wishes. We will also write back to let you know what we have done.

# Complaints

If you are having a problem it is important that you tell someone that you trust, so that the problem can be dealt with. We want to know so that we can work out how to help you. If you don't tell us, we will never know. The Complaints Manager can meet you and listen to what you have to say and offer to write down your complaint.



# What can I complain about?

Anything to do with the way you are cared for, such as:

- You don't feel anyone listens to you
- Decisions about you that are made by others and don't include your views
- You are dissatisfied about the standard of service you have received
- You are dissatisfied about the action we have taken
- Other people are told information about you which they don't need to know



We welcome comments, compliments and complaints so that we can learn from these and improve local services.



Remember you have a right to have your complaint investigated and to receive a full and prompt reply. Should you need help with the complaints process we will always try to find someone outside of the Council to support and assist you.

# Advocacy

Any child or young person who wishes to make a complaint, or is thinking about making a complaint, has the right to an advocate to help and support them.

An advocate is usually an adult who helps young people to make their views heard. They can help young people to speak up for themselves or sometimes can speak for them.

Advocates can be particularly helpful for children and young people with disabilities who find it difficult to communicate.

Young people can choose someone they know to act as an advocate e.g. a family member, carer, friend, teacher or youth worker. If you prefer you can ask for somebody independent to act as your advocate. The Children's Complaints Manager can arrange this (See contact details below) this is a free service for young people.

## How to make a complaint

You can comment, compliment and complain by:

- Telephoning the Complaints Manager within the Department for People, Tel: 01702 215515
- By filling in this leaflet
- By email to: [childrenscomplaints@southend.gov.uk](mailto:childrenscomplaints@southend.gov.uk)
- Log onto [www.southend.gov.uk](http://www.southend.gov.uk) type in complaints and fill in the online form under 'Make a Comment, Complaint or Compliment'

# What will happen to my complaint?

There are three stages to getting your complaints about children's social care sorted out.

## Stage 1

When you first tell someone that you are not happy about something, you may have ideas about how to put things right. The manager of the service will do their best to sort out the problem within 10 working days. You have the right to expect a letter telling you how things have been sorted out – and telling you what you can do next if you're still unhappy about things.

## Stage 2

If you are still unhappy, then you can ask the Complaints Manager to take the complaint to Stage 2. The Complaints Manager will listen to what you have to say and find out what you would like to happen. The Council will appoint an Investigating Officer and an Independent Person – who is nothing to do with the Council – to make sure that your complaint is handled properly. You should have an answer within 25 working days but this can take up to 65 working days if the complaint is complex. You have the right to have the full report of the person who looks into the complaint.



## Stage 3 (review panel)



This is where a group of people, the panel, meet to talk to you and other people who are trying to sort out your problem. The people on the panel would not have been involved with your complaint before and do not work for the council. After talking and listening to everyone, the panel will make a decision about the best way to sort out your complaint. You should have an answer within 5 working days of the Review Panel.

## Local Government Ombudsman

If you are still not satisfied, you can make a complaint to the local government ombudsman.

You have the right to expect that the council will learn from the complaints it gets – and go on to improve the services for all children and young people who need them.

Alternative languages available on request



Please fill in the form below so we can help you. We will not tell anyone your details without talking to you first. When you have finished the form please return it in the post. Remember you can also phone us if you prefer.

**Contact details:**

My name: .....

My age: .....

My address: .....

.....

My telephone number: .....

My mobile number: .....

My e-mail address: .....

**Please tick the box which tells us what you would like to say:**

I am making a complaint

I want to make a comment

I would like to send you a compliment

Someone is completing this form on my behalf

**Please write down here what you would like to tell us  
(please continue on another sheet of paper if necessary):**



Please tell us what you would like to happen:

We want to make sure that Southend is listening to everyone. Please help us to do this by ticking the boxes that describe you the best.

I am:

male

female

I have a disability:

yes

no

If 'yes' please tell us what your disability is and what help, if any, you may need.

What is your ethnic origin?

White

Black Caribbean

Black African

Black other

Irish

Indian

Pakistani

Bangladeshi

Chinese

Any other Asian background

Any other ethnic group

Please return this section to:

The Complaints Manager

Department for People

Southend-on-Sea Borough Council

8th Floor, Civic Centre, Victoria Avenue, Southend-on-Sea SS2 6ER

