

Children's Services

Making a complaint

From time to time, children, young people and families who receive or have requested to receive a service from us may wish to make a complaint (social care services and services for disabled children).

Complaints about statutory (social care services and services for disabled children) services are investigated under The Children Act 1989 Complaints and Representations Procedures Regulations (2006).

All other complaints relating to Children's Services, are investigated under the Royal Borough's complaints procedure (see www.royalgreenwich.gov.uk/complaints)

This leaflet tells you how to make a complaint if:

- You are a looked after child
- You are a child in need
- You are a care leaver
- If you are a parent or carer

We want to hear from you if:

- You are unhappy about a decision that has been made
- You are not happy with the service you have received

Your views really matter to us. We will use your complaint to improve our service.

If you are not happy with any part of the service you are receiving you can talk to:

- Your social worker
- Your allocated worker
- The Independent Reviewing Officer (IRO)
- The Children's Services Complaint Team

You can get help to make a comment or complaint from any of the above or, if you are a looked after child or care leaver you can get help by accessing the advocacy service:

This service is provided by an independent organisation. Please let any of the people above know if you wish to access this service.

Making your complaint:

You can contact any of the above via telephone:

- Main Switchboard Tel No. 020 8854 8888
- Children's Services Complaints Team Tel No. 020 8921 2057/3082

You can email or write to the Children's Services Complaints Team:

- childrens-complaints@royalgreenwich.gov.uk
- Children's Services Complaints Team
The Woolwich Centre
35 Wellington Street
Woolwich
London SE18 6HQ

You can complete the form on the back of this leaflet with your complaint and send it to us at the above address.

What happens when you make a complaint:

You will be contacted by either the manager or the Complaints team and offered a meeting to discuss your concerns. This is known as an informal resolution stage. This meeting will be to try and resolve your complaint as soon as possible.

Stage one

If the team are unable to resolve your complaint, the Children's Services Complaints Team will log and investigate your complaint and you will receive a written response. The timescale for this is between 10-20 working days.

Stage two

If you are unhappy with our response, please write and let us know which areas are still of concern and we will appoint an investigating officer and an independent person to investigate your complaint and produce a report and adjudication.

The timescale for this is between 25-65 working days.

Stage three

If you remain unhappy after stage 2, and you tell us in writing, a review panel of three independent people will look into your complaint.

The complaint will not be reinvestigated but the panel will consider the process we have taken under stage 1 and stage 2 and try to achieve a resolution.

Local Government Ombudsman

At any point in this process, you may approach the Local Government Ombudsman.

This is an independent and free service that investigates complaints about councils.

You can contact the Local Government Ombudsman via:

The Local Government
Ombudsman
PO Box 4771
Coventry
CV4 0EH
Tel No. 0300 061 0614

www.lgo.org.uk/making-a-complaint

Advocacy

If you are a Looked After Child or a Young Person leaving care, you can receive support and help in making your complaint or representation.

This service is provided by an independent organisation. Please make us aware if you wish to access this service.

