

Bournemouth Borough Council

T. 01202 458712 | E. socialcarecomplaints@bournemouth.gov.uk

Write to us: Freepost RTKS-LEBR-YTAR, Children's Complaints Manager - BLC,
Town Hall, Bournemouth BH2 6DY

bournemouth.gov.uk/cscfeedback

Local Government Ombudsman

Contact the Local Government Ombudsman at any time if you are not happy with
the way we are dealing with your complaint.

Local Government Ombudsman
PO Box 4771, Coventry CV4 0EH

T. 0300 061 0614 | lgo.org.uk

Residential school and children's care home

Complaints should be made to:
Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

T. 0300 123 1231 | E. enquiries@ofsted.gov.uk

Comments, concerns, complaints or compliments about Children's Social Care



You can ask for this information in an alternative format if required.

Please telephone **01202 458712** or
email socialcarecomplaints@bournemouth.gov.uk or
visit bournemouth.gov.uk/cscfeedback

Tell us what you think

We aim to provide good quality services but we realise there may be times when you are unhappy with a service. Your comments and compliments will help us to understand what is working well and enable us to improve services where appropriate.

If you have a complaint, please let us know. Generally, you will need to make your complaint within one year of the event you are not happy about. Some issues may not fall within the Children's Social Care complaints procedure but are covered by Bournemouth Borough Council's complaints procedure. Either way, we will help you take the appropriate action.

Complaints

If you are not happy with any part of the service you are receiving, please tell the social care staff providing the service. They will listen carefully to what you say and try to correct the problem quickly. If the matter cannot be resolved in this way, you can ask for your complaint to be registered at Stage 1 of the formal complaints procedure.

Stage 1 – local resolution

If you want to make a formal complaint you can request this from the member of staff providing the service or you can contact the Children's Complaints Manager. You may prefer a relative or friend to contact us on your behalf.

If you find it difficult to explain your complaint please contact the Children's Complaints Manager who will assist you or appoint someone to help you.

Please let us know what has gone wrong and what you would like us to do about it. You can do this by contacting us – see contact details on the back page.

The details of your complaint will then be recorded and you will receive a letter of acknowledgement from the Children's Complaints Manager. They will:

- Confirm that your complaint has been recorded at Stage 1 of the complaints procedure
- Advise you that they will arrange for the complaint to be investigated.

Within 10 working days of acknowledging your complaint, the member of staff investigating your complaint:

- May talk to you or your representative
- Will read relevant records
- Will speak to staff concerned with the service
- Write to tell you what has been found and what has been done about your complaint.

If the member of staff is unable to keep to this timescale, they will write and tell you why and advise when you can expect a response.

Stage 2 – investigation

If your complaint has not been resolved at stage 1 and you want to take it further, you will need to contact the Children's Complaints Manager within 20 working days of receiving your Stage 1 response.

Please be clear about which aspects of your complaint have not been resolved and explain what you would like to happen. We will then appoint an investigator to consider your complaint. In certain cases, we will ask an independent person to help the investigator.

The investigator will read any letters or other relevant records and speak to you and other people involved in your complaint. They will then write a report and we will send you a copy.

The Service Director will then write to you in response to the findings of the report. The Stage 2 process should take between 25 and 65 working days.

Stage 3 – review panel

If you think the Service Director's response is unsatisfactory, you can ask the Children's Complaints Manager to arrange for a review panel to hear your complaint.

Please speak to the complaints manager for more information.
