

Useful contacts

Complaints Manager

You can phone, email, write or use the website to contact the complaints manager. They can help with complaints and compliments so don't forget to let them know when things go well too!

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 – you don't need a stamp

Or visit the website: bournemouth.gov.uk/cscfeedback

Advocate

Speak to your social worker or carer or contact Action for Children advocacy direct on 01202 525643 or email bdpadvocacy@actionforchildren.org.uk

Local Government Ombudsman

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

Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH

T. 0300 061 0614 | www.lgo.org.uk

Residential school and children's care home

You can also contact Ofsted regarding residential school and children's care home complaints:

Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

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

Tell us what **you think**

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



If you need help with making your complaint, please contact the complaints manager and they can tell you what help is available – details are on the back of this leaflet.

What do you think?

This leaflet is for children and young people who want to let Bournemouth Children's Social Care know how things are going.

This may be a comment or complaint about something that is making you angry, frustrated or upset. You might also want to let us know that something has gone really well for you. Contact details are on the back of this leaflet.

It is OK to complain, it gives us a chance to put things right if there is a problem, and helps us learn from mistakes and improve our service.

We will always take your complaint seriously.

First Steps . . .

Talking to someone can often stop a small worry becoming a big one.

If you are unhappy about decisions being made about you, people who are working with you, services you are receiving or the way you are being treated please tell someone that you trust. This could be:

- Your carer
- Your social worker
- Your advocate (someone who acts on your behalf)
- The Council's complaints manager

The complaints manager can help you and make sure the problem is sorted out as quickly as possible.

We will stay in touch and let you know what is happening and get an advocate to help you if you need one.

An advocate can help you to tell us what's wrong or you can ask an adult you know to speak up for you if you need some support.

Prefer to feedback via an app?

Ask your social worker or carer about the MOMO (Mind of My Own) app and send your comments, compliments and concerns to us this way.



Making a complaint

first step

If you are unhappy about decisions being made about you, people who are working with you, services you are receiving or the way you are being treated please tell someone that you trust and ask that they help you to sort things out.

The Children's Social Care manager will investigate and let you know what's been done.

stage one

If this doesn't work, ask the complaints manager to register your complaint. It helps if you can say how you'd like things to be put right. The Complaints Manager will help you at each stage in the process.

stage two

You can move to Stage Two if you're not happy with the response.

The complaints manager will ask someone outside of Children's Social Care to investigate your complaint.

stage three

You can move to Stage Three if you're not happy with the response.

The complaints manager will ask three more independent people to review the Stage Two response.



Local Government Ombudsman

After Stage Three and at any stage, if you are not happy with the way your complaint is being looked at, you can contact the Local Government Ombudsman and let them know. If you are in a residential school or a children's care home, you can also contact Ofsted. All contact details are on the back of this leaflet.