

Children's services

How to make a complaint,
comment or compliment about
children's social services





Talking about problems you've had with our services or our staff can help us make things better for everyone.

You can also make suggestions about improving existing services, providing new ones or express your appreciation to a member of staff.

Our complaints procedure aims to:

- make it easy for you to make complaints
- help resolve your complaint
- make it easy for you to pass on comments or compliments
- make sure you get a quick response
- give you the right to a second opinion
- keep you informed of our progress in dealing with your complaint
- put you in touch with a local councillor, if you want their help.



Your views are important to us

We aim to provide services of the highest standard. Your comments, complaints and compliments are an important part of this process, as they help us to improve and develop our services.

Complaints

Children's social services is part of the children's department and is a complicated set of services. We accept that things can go wrong. If you are not happy about the way you have been treated, you have a right to complain and your complaint may improve services for everyone.

Compliments

It is useful for us to hear from you when we get things right. Your compliment will help us to be sure we are giving you good quality service and importantly, it gives staff encouragement to continue delivery service of the highest standard.

Comments

Your comments and suggestions are very important to us. They can show us where we may be failing and where we may have work to do. If you have thoughts and ideas about things you think we could improve, please let us know.

The form inside this booklet can be used to make complaints, comments or pay us a compliment.



What can you do?

- Ask to speak to the relevant social worker or their manager
- Complete and return the enclosed prepaid form (no stamp needed):

**Freepost RRXU-LEZE-SCEZ
Children's Services Customer Care Unit
Cambridge House
Cambridge Grove
London W6 0LE**

- Telephone the customer care officer on **020 8753 5127**
- Email **cscomplaints@lbhf.gov.uk**
- Go to our website at **www.lbhf.gov.uk**
Click on 'make a complaint', then children's services and follow the instructions.

Send completed forms to:

Freepost RRXU-LEZE-SCEZ
Customer Care Unit
Cambridge House
Cambridge Grove
London W6 0LE



Feedback form

Please fill out this form and send it back

Your name:

Your home address and postcode:

Daytime phone number: **Evening phone number:**

Email address:

Your signature:

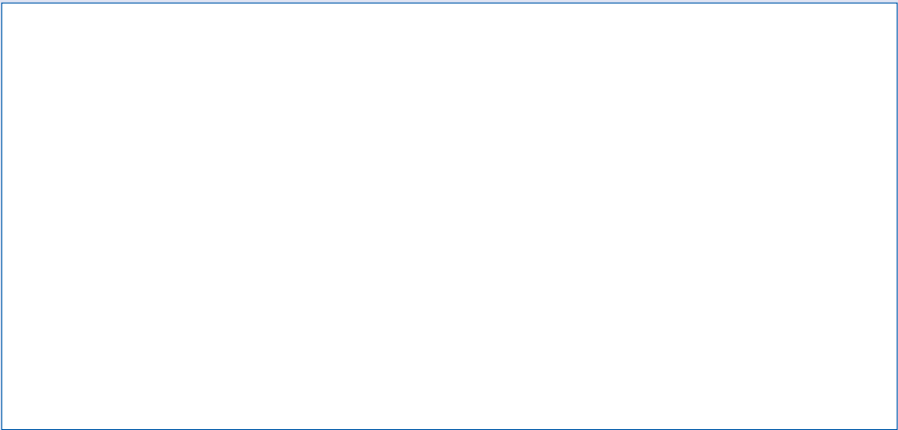
Date:

Under the Data Protection Act 1998 we have a duty to safeguard your information. We may however need to share information with others and access your records in order to resolve your complaint. We are therefore seeking your consent to do so.

Please tick the box if you do not want us to do so. If you do not give us permission this may affect the outcome and our ability to resolve your complaint.

Please outline the nature of your complaint, comment or compliment.

Continue on the next page if necessary



Your profile

We want to treat everyone fairly. We would be grateful if you would answer a few questions so that we can make sure that we are providing a good service to everyone in our community.

You do not have to give us this information, but if you do, it will not affect how we deal with your complaint. We will keep it confidential and will only use it for putting together statistics which cannot be related back to you.

If you agree that we can use your information in this way, please tick this box

Are you male or female?

Male Female

What age are you?

18-24 25-29
 30-39 40-49
 50-59 60-65 65+

(continued overleaf)

Do you have any long-term illness, health problem or disability which limits your daily activities or the work you can do?

Yes No

Are you in work?

Yes No

What is your ethnic group?

Asian or Asian British

- Indian Pakistani Bangladeshi
 Any other Asian background (*please write in*)

Black or black British

- Caribbean African
 Any other black background (*please write in*)

- Chinese or other ethnic group** (*please write in*)

Mixed

- White and black Caribbean White and Asian
 White and black African
 Any other mixed background (*please write in*)

White

- English Scottish Welsh Irish
 Any other white background (*please write in*)



What will happen, should you wish to make a formal complaint?

The complaints procedure has three stages:

Stage 1 - Problem solving

We will discuss the problem with you and everyone involved. A manager should write to you within 10 working days. You will be notified if the matter will take longer to be dealt with. The letter will say whether they agree with your complaint and what they are going to do about it.

Stage 2 - Formal investigation

If you are still not satisfied with the stage 1 response or you feel that your case should be considered at stage 2 of the complaints procedure, you can make this request, in writing.

The customer care unit will assess your complaint and request and, if appropriate, appoint an independent investigator to look into the matter. Another independent person will also be involved to ensure that the investigation is fair. The investigation team will interview you and everyone concerned and prepare reports with recommendations regarding what to do about your complaint.



You should get the investigation report and a letter from a senior manager within 25 working days (or within 65 working days, if the matter is very complicated).

Stage 3 - Independent review panel

If you are unhappy with the outcome of the investigation, you can request, in writing, for your complaint to be reviewed by an independent review panel, of three people. Please note, however, the panel will not be able to reinvestigate the complaint nor consider any new complaints that have not been looked into at stage 2.

The panel will arrange to meet with you and other relevant individuals within 30 working days of the customer care unit receiving your request. The panel will make a decision within five working days. The director of children's services will write to you within a further 15 working days about what he intends to do about your complaint.



Local Government Ombudsman

If you are still dissatisfied with the decision of the review panel, you can contact the local government ombudsman. The ombudsman is an independent person who investigates complaints about local councils. The ombudsman's investigations are free and confidential. You can contact the ombudsman at:

**The Local Government Ombudsman
Milbank Tower
Milbank
London SW1P 4QP**

However, by law the ombudsman may not investigate your complaint before you have exhausted all three stages of the complaints procedures.

You can ask your local councillor or Member of Parliament to take up your complaint. You can get their names and address from your local library, or the council information centre on **020 8753 4040**.

If you are not sure which department to approach, please contact the customer care officer on **020 8753 5127**.

If you would like any part of this document interpreted into your own language, please phone 020 8753 5832

Albanian

Nëse e dëshironi cilëndo pjesë të këtij dokumenti të përkthyer në gjuhën tuaj, ju lutemi telefononi në numrin 020 8753 5832

Amharic

ማንኛውም ክፍል የዚህ ሰነድ ወደ ምታውቀው ቋንቋ እንዲተርጎምልህ ከፈልግህ፣ እባክህ በቴሌፎን ቀጥሮ 020 8753 5832 ደውል።

Arabic

إذا كنت ترغب بالحصول على أي جزء من محتويات هذه الوثيقة بلغتك الأم، يرجى الاتصال برقم الهاتف 020 8753 5832

Bengali

আপনি যদি আপনার নিজের ভাষাতে এই ডকুমেন্টের কোন অংশের অনুবাদ চান তাহলে দয়া করে 020 8753 5832 নম্বরে ফোন করুন।

Croatian

Ukoliko želite prijevod bilo kojeg dijela ovog dokumenta na jezik kojim Vi govorite, molimo nazovite telefonski broj 020 8753 5832

Farsi

لطفاً اگر مایل هستید هر بخشی از این نوشتار به زبان شما ترجمه گردد، با شماره تلفن 020 8753 5832 تماس حاصل فرمایید.

French

Si vous souhaitez quelconque partie de ce document dans votre propre langue, appelez le 020 8753 5832

Polish

Jeśli życzą sobie Państwo, aby dowolna część tego dokumentu została przetłumaczona na Państwa język ojczysty, proszę zadzwonić pod numer 020 8753 5832

Portuguese

Se gostaria de ter qualquer parte deste documento traduzida no seu idioma, por favor telefone para 020 8753 5832

Serbian

Ако желите да било који део овог документа буде преведен на ваш материњи језик, молимо вас да назовете овај број телефона 020 8753 5832

Somali

Haddii aad jeclaan lahayd in qayb walba oo kamid ah dukumintigan lagu turjumay luqaddaada, faadlan soo wac telefoonka 020 8753 5832

Spanish

Si desea que le interpreten alguna parte de este documento en su idioma, por favor llame al 020 8753 5832

Urdu

اگر اس دستاویز کے کسی بھی حصہ کا ترجمہ آپ اپنی زبان میں حاصل کرنا چاہتے ہیں تو برائے مہربانی پرفون 020 8753 5832 پر فون کریں۔

Please call 020 8753 5832 if you would like a copy of this document in large print

Visit our website: www.lbhf.gov.uk

Published by Hammersmith & Fulham Council community services. June 2010

Produced by Hammerprint. Tel 020 8753 2235. Ref: Lf.CS complaints children A5

Printed on recycled paper

