



Freepost JSYU-SCHX
 Children's Services Complaints Unit
 1st Floor, 181 King Street
 Hammersmith
 W6 9JT

How children and young people can make a complaint

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 or providing new ones.

If you would like any part of this document interpreted into your own language, please phone 020 8753 4040.

Albanian

Nëse e dëshironi 'cilëndo pjesë të' këtij dokumenti të përkthyer në gjuhën tuaj, ju lutemi telefononi në numrin 020 8753 4040.

Amharic

ማንኛውም ክፍል የዚህ ሰነድ ወደ ምታውቀው ቋንቋ እንዲተርጎምልህ ከፈልግህ፣ እባክህ በቴሌፎን ቀጥሎ 020 8753 4040 ደውል።

Arabic

إذا كنت ترغب بالحصول على أي جزء من محتويات هذه الوثيقة بلغتك الأم، يرجى الاتصال برقم الهاتف 020 8753 4040.

Bengali

আপনি যদি আপনার নিজের ভাষাতে এই ডকুমেন্টের কোন অংশের অনুবাদ চান তাহলে দয়া করে 020 8753 4040 নম্বরে ফোন করুন।

Croatian

Ukoliko želite prijevod bilo kojeg dijela ovog dokumenta na jezik kojim Vi govorite, molimo nazovite telefonski broj 020 8753 4040.

Farsi

لطفاً اگر مایل هستید هر بخشی از این نوشتار به زبان شما ترجمه گردد، با شماره تلفن 020 8753 4040 تماس حاصل فرمایید.

French

Si vous souhaitez quelconque partie de ce document dans votre propre langue, appelez le 020 8753 4040.

Polish

Jeśli życzą sobie Państwo, aby dowolna część tego dokumentu została przetłumaczona na Państwa język ojczysty, proszę zadzwonić pod numer 020 8753 4040.

Portuguese

Se gostaria de ter qualquer parte deste documento traduzida no seu idioma, por favor telefone para 020 8753 4040.

Serbian

Ako želite da bilo koji deo ovog dokumenta bude preveden na vaš materinji jezik, molimo vas da nazovete ovaj broj telefona 020 8753 4040.

Somali

Haddii aad jeclaan lahayd in qayb walba oo kamid ah dukumintigan lagu turjumay luqaddaada, faadlan soo wac telefoonka 020 8753 4040.

Spanish

Si desea que le interpreten alguna parte de este documento en su idioma, por favor llame al 020 8753 4040.

Urdu

اگر اس دستاویز کے کسی بھی حصہ کا ترجمہ آپ اپنی زبان میں حاصل کرنا چاہتے ہیں تو برائے مہربانی 020 8753 4040 پر فون کریں۔

Want to get help in making your complaint or find out more about your rights?

You can contact the Children's Rights Service

54 Blythe Road
 London
 W14 0HA

Freephone: 0500 235844

Email: childrensrights1@btinternet.com

More help and advice for you:

A Voice for the Child in Care

VCC, Unit 4, Pride Court
 80-82 White Lion Street
 London N1 9P

Email: info@vcc-uk.org

Freephone: 0808 8005792

Who Cares Trust

Kemp House
 152/160 City Road
 London EC1V 2NP

Phone 020 7251 3117

Web: www.thewhocarestrust.org.uk

Childine

24 hour free helpline

Freephone 0800 1111

NSPCC

24 hour free helpline

Freephone 0800 800 500

Remember !

- We will **listen** to you and take your complaint seriously
- We will **not blame** you for making a complaint
- You will **not get into trouble** for telling us about problems
- We will ask you the best way to **keep in touch with you**
- We will **talk to all the people** involved
- We will try to **put things right** as quickly as possible

www.lbhf.gov.uk

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INVESTOR IN PEOPLE



POSITIVE ABOUT DISABLED PEOPLE



How children and young people can make a complaint

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 or providing new ones.

Hammersmith & Fulham Council

You can ask someone to SORT IT OUT or COMPLAIN if you feel you have been:

- Treated unfairly or badly by someone
- Ignored or not taken seriously
- Told something will be done and it has not happened
- Affected by a decision we've made
- Disappointed by the standard of service

This leaflet tells you how you complain and what we will do if your complaint is about one of these council services:

- Foster care
- Leaving care
- Youth offending
- Referral and assessment
- Child protection
- Adoption
- Asylum
- Contact arrangements

What can you do?

- Ask to speak to your social worker or their manager
- Complete and return the enclosed prepaid form (no stamp need).
Hammersmith & Fulham Council
1st Floor, 181 King Street
Hammersmith
London W6 9JT
- Fax: 020 8753 1207
- Telephone the complaints officer on 020 8753 5127
- Email: cocomplaints@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.

What will happen next?

Step 1

- We will talk to you about what the problem is.
- We will talk to all the other people involved.
- A manager will write to you within 10 days.
- The letter will say whether they agree with your complaint and what they are going to do about it.

If you are not happy with what they say you can ask to take your complaint to step 2.

Step 2

The complaints unit will look closely at your complaint and what you want to happen.

- Your complaint may need to be investigated.
- We will ask someone who does not work for the council to do this.
- Another person will also be involved to ensure that the investigation is fair.
- The investigation team will meet with you to be sure that they understand your complaint.
- A report will be written and recommendations to be made about how to put things right for you.
- You should get an answer within 25 days or if it is very complicated they will let you know if it will take longer.

If you are not happy with the answer you can ask to take your complaint to step 3.

Step 3

- You can ask for the results of the investigation to be looked at again.
- You will be invited to attend a meeting to talk about your complaint.
- Three people who do not work for the council will look at your complaint. They will tell the council's Director of children's services what they think should happen.

If you are still not happy with the result you can take your complaint to the Local Government Ombudsman. The complaints manager will explain this to you.

Not happy? Not safe? Want to complain? WRITE IT DOWN

Name:

Date:

Address:

What's it all about?

Have you spoken to anyone about this before?

What do you think could be done to make things better? How could we make things right?

