

Tell us what you want to complain about when things go wrong.

You talk
we listen


Lambeth

101428 (9.19)

There will be times in your life when things can go very well and there may be other times when things can go wrong. If you are not happy about something to do with your care then it is your right to make a complaint. Some of the things that can make you unhappy could be that:

- you feel you haven't been treated fairly
- you are unhappy with your care plan
- you are not happy where you are living
- decisions being made are taking too long, which is making you worry and no one is telling you what is happening
- you're are not allowed to do the same things as your friends
- you're not happy that everyone knows your business.

What can I complain about?

It is your right to be treated fairly and unless you tell someone that you are unhappy, things may not change. A complaint can help to make things better for you and maybe even other young people like you. A complaint is not about getting you or other people into trouble, it's about making sure that you are being listened to.

We always like to hear from you about how we can do better and if you want to say thank you to someone for a job well done.

How to tell us what we can do better and say thank you

“ Thanks ”



For further information:

Complaints Team

Email cbsteam@lambeth.gov.uk

Telephone 0207 926 9777

lambeth.gov.uk

If you would like this leaflet explained in your language, large print, audiotape or Braille we can make it available. Please email CBSTeam@lambeth.gov.uk.

If you want to make a complaint, there are 4 steps:



1 Talking to the social worker and team manager

You can speak to the Social Worker, Team Manager or the Complaints Manager. You can call the Complaints Manager on **0207 926 9777** or email them **CBSTeam@lambeth.gov.uk**. You can ask a friend, relative or a grown up you can trust to help you. We can also provide advocate. An advocate is someone who will speak up on your behalf as they are specially trained to listen to you. Please ask the Complaints Manager if you would like an advocate.

If you're still not happy after speaking to the social worker and team manager, you can go to step 2.

2 Saying what you are unhappy about in writing

You can ask your trusted adult or an advocate to help you write what you are unhappy about. You can use a search engine on your device, type in 'Lambeth Council Children's Complaint'. Once you are on this page, click the purple button which says:

Make a complaint

A form will pop up and you can write your complaint in that form. When you have finished click the purple button which says:

Submit

The complaints manager will then see your form and will ask the team manager to write a letter to you giving answers to your complaint. You should get this letter within 10 working days. If you don't get a letter in this time, please contact the Complaints Manager who will chase this up for you. You can also say that you don't want to wait any longer and that you want to go to the next step.

3 Complaint investigation (Stage 2)

You can ask the complaints manager that you want to make a stage 2 complaint. Again you can get your trusted grown up or an advocate to help you. The Complaints Manager will then get someone who has not had anything to do with your Social Worker to investigate your complaint. This means they will look at Social Work records and speak to everyone involved.

The Complaints Manager also has to get an Independent person who does not work in the council to make sure your complaint has been investigated properly and fairly. The Investigating Officer then has to write a report. They have to do this within 25 working days. Once the report is ready it will be sent to you with a letter and you can ask your advocate or trusted adult to go through the report with you. If you are still unhappy you can ask to go to step 4.

4 Review panel

If you are still not happy you can ask the Complaints Manager to set up a stage 3 review panel. A panel is made up of 3 people who do not work for Lambeth. You can choose to talk to the panel or ask your trusted grown up or advocate to talk on your behalf.

The panel will then also listen to what your Social Worker has to say and they then will try to sort the problem out. They have to let you know the result within 30 working days.

Do you want an advocate

This service is available for children looked after and care leavers.

Please contact the participation officer on:

Mobile **07703 450 820**
Office telephone **0207 926 7084**

Who can help you?

Barnados

Freephone **0800 085 8287**
Telephone **0208 768 5058**
Email **advocacy2@barnardos.org.uk**

ChildLine

Freephone (24hrs) **0800 1111**
childline.org.uk
ChildLine & the NSPCC joining together for children

Local Government Ombudsman

Telephone **0845 602 1983** or
0300 061 0614
Text **0762 480 4299**
lgo.org.uk



Would you like you to know your rights?

To find out more about being looked after by Lambeth or/ and leaving care, visit **lambeth.gov.uk** and check out:

My rights