

Supporting Families Division: Concerns & Complaints

Building good relationships with the people we work with is important for us. We call this our '**Better Together**' way of working



Sometimes things happen and you may feel unhappy with the service you have experienced or upset about the way someone has worked with you. If you feel this way and would like to talk to us, this leaflet explains how we can help.

We are here to listen and try to help you fix any concerns or questions you may have. Concerns will be taken seriously, whether they are raised as a formal complaint or not.

The support you get from us will not be affected if you raise concerns or make a complaint. We will not treat you differently if you make a complaint or raise an issue. It is our intention to learn and work with you.

Once you raise a concern or make a complaint you will be contacted by someone who will talk to you to find out how we can make the situation better.

We try to respond to all complaints fairly and quickly as we know that raising a concern or complaint can be worrying and stressful.

Raising an Issue & Making a Complaint

If you want to raise an issue or concern, there are two ways you can do so:

1. Speak directly to a Team Manager

- Let the person you are working with know you want to speak to their manager. The Team Manager will be able to listen to your concerns and work with you to find a solution and make things better. If for any reason you do not want to speak the manager of your allocated worker, please request that another manager gets in touch with you.
- We know that raising a concern or complaint can be worrying and stressful, so once you have raised this with a Manager we aim to work with you and others to find a solution to the problem as soon as we can

A Relational and Restorative Approach

We want to work with you to make sure complaints and issues are resolved. This is because building strong relationships is really important to us. To help resolve a complaint or issue you may find it helpful to have a facilitated meeting, led by someone independent of your situation, to help you share what you are unhappy about with those who you feel have caused this. We call this a Facilitated Restorative Meeting. The focus of a Facilitated Restorative Meeting is on relationships and what can be done to address any hurt or harm caused.

- At a Restorative Circle you will have the opportunity to talk about what happened and how this affected you. You will also have the opportunity to listen to the perspectives of others involved before sharing ideas about what needs to happen to make things right.
- Restorative Circles are a voluntary process; no one can be made to take part if they do not want to participate. If this is something you would like, then please speak to the Team Manager or the Complaints Team so this can be explored further.



2. Use the Formal Complaints Process

- Raising a formal complaint: If you feel the need to raise a formal complaint with the Local Authority or are unhappy with the resolution proposed by the Manager, you can make a formal complaint via the Council's Complaints Service.
- The best way to submit a formal complaint is via the LBTH website (the relevant information can be found under the heading: Complaints about Children's Services): www.towerhamlets.gov.uk/lgnl/council_and_democracy/complaints.
- If you want to raise your complaint by telephone you can call **020 7364 4161**.
- Once you have submitted your complaint, it will be acknowledged and you will be provided a reference number. Complaints processes can have multiple stages as detailed on our website, but the council is committed to resolving complaints at the earliest possible stage. Should you have any queries or concerns about the complaints procedure, the Council's Complaints Service will be able to address these for you.

Sometimes complaints will be dealt with by different processes. Please check with the manager or the complaints team who will be able to let you know how best to raise the concern you have.

