

Children's Social Care Services

**Comments,
Compliments
and Complaints**

for children and
young people

www.enfield.gov.uk

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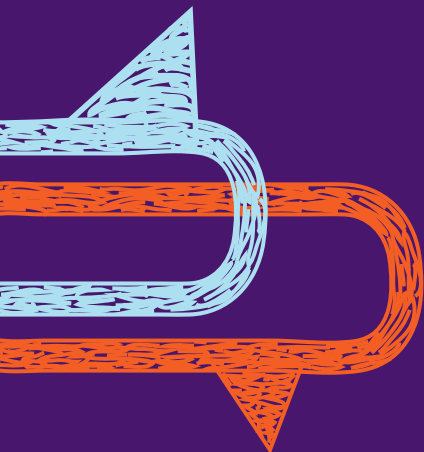
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Our Aim

We want to deliver a high quality of service at all times and welcome any comment, compliment or complaint. We value your feedback and where possible will use it to shape and develop our services. We also welcome the opportunity to learn from when things may have gone wrong.

Who can make a comment, compliment or complaint?

This process is for children or young people using our services, a parent, carer, relative or anyone else who we believe has a close enough interest in the child or young person's welfare. The comment, compliment or complaint can be related to any area within children's social care services.

What happens when I make a comment?

All comments and suggestions are greatly appreciated. We will share your view with others so that the right people can consider it when they review services.

What happens when I make a compliment?

We welcome hearing about good service provided and will share your feedback with the team involved. We also send details of compliments to service managers and include service achievements when reporting on performance.

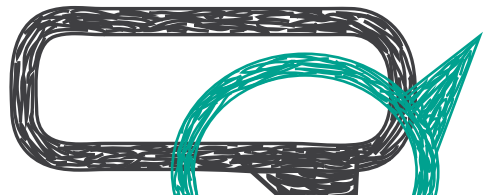
What happens when I make a complaint?

We recognise that problems may sometimes happen and we are committed to dealing with all complaints quickly and in a fair and reasonable manner. We will try to deal with your complaint in confidence; however, we may need to talk to other people so that we can investigate thoroughly and ensure that we learn from our mistakes.

It's important to tell us about a problem promptly from when an issue arises so that we can then address matters quickly for you. Most problems can be resolved by speaking with the person who is dealing with your case, such as a social worker or key worker, or their manager. If this does not help, we have three stages to getting your complaint about children's social care sorted out.

Stage 1 (problem solving)

When you first tell someone that you are not happy about something, you may have ideas about how to put things right. The manager of the service will do their best to sort out the problem within 10 working days. In some cases it might take up to 20 working days.



Comments, Compliments and Complaints Form

Children's Social Care

Please fill in this form to let us know your view on services. We also need some information about you so that we can get back in touch with you.

My name:

My address:

Postcode:

My telephone number:

Daytime:

Evening:

My email address:

Please tick the box below which tells us what you would like to say:

- I am making a complaint
- I have a comment
- I would like to send you a compliment

Do you need help in completing this form?..... Yes No

Have you asked a friend, relative or somebody else to complete this form for you? Yes No

If 'Yes', please give us their name and contact details below.

Their name:

Their address:

Postcode:

Their telephone number:

Daytime:

Evening:

Their email address:

Please write down here what you would like to tell us

A large rectangular area with a thin brown border, containing 25 horizontal dotted lines for writing.





Please tell us here what you would like to happen

A large rectangular area for writing, enclosed by a thin brown border. The interior of the box is white and contains 25 horizontal dotted lines, spaced evenly to provide a guide for handwriting.

We want to make sure we listen to everyone and that we are treating people fairly. Please help us by answering the following boxes for how they best describe you. The responses you provide will be treated confidentially and protected under the Data Protection Act 1998:

My age:

Please tick the box below which tells us your gender:

Male Female Transgender Prefer not to say

If you have a disability that we need to consider for your complaint, please tell us below what help you may need:

.....
.....

Please tick the box below which tells us your ethnic group:

English/Welsh/Scottish/ Northern Irish/British	<input type="checkbox"/>	Gypsy/Irish Traveller	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Irish	<input type="checkbox"/>	Romany	<input type="checkbox"/>	Caribbean	<input type="checkbox"/>
Greek	<input type="checkbox"/>	Other Eastern European	<input type="checkbox"/>	Ghanaian	<input type="checkbox"/>
Greek Cypriot	<input type="checkbox"/>	White & Black African	<input type="checkbox"/>	Somali	<input type="checkbox"/>
Turkish	<input type="checkbox"/>	White & Black Caribbean	<input type="checkbox"/>	Nigerian	<input type="checkbox"/>
Turkish Cypriot	<input type="checkbox"/>	White & Asian	<input type="checkbox"/>	Arab	<input type="checkbox"/>
Italian	<input type="checkbox"/>	Mixed European	<input type="checkbox"/>	Other	<input type="checkbox"/>
Russian	<input type="checkbox"/>	Indian	<input type="checkbox"/>	<i>Please specify below</i>	
Polish	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	
Kurdish	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>	
	<input type="checkbox"/>	Sri Lankan	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>

You may hand this form into any Children's Social Care services office or Council reception area or you can post it to the:

Complaints and Access to Information Team
Enfield Council, Civic Centre, Silver Street,
Enfield, EN1 3XA



Stage 2 (formal investigation)

We aim to resolve matters quickly at Stage 1 but do understand that at times we may need to move into a more formal process at Stage 2. If you let us know that you want to go to stage 2 because you do not agree with what the stage 1 response says, or because you have not had a response within the agreed time, the complaints team will talk to you about your complaint and what you think should be done to put it right. We may also suggest ways of sorting out your complaint without having to do an investigation.




If an investigation is needed, an Investigating Officer will be appointed to gather all the facts about your complaint. For some complaints about social care services we will also appoint an Independent Person to make sure the investigation is carried out fairly. The investigation usually involves interviewing everyone concerned as well as reading files and letters. The Investigating Officer will write a report and then a senior manager will write to you to explain what action will be taken. A copy of the report will be sent to you. You should have an answer within 25 working days of confirming your complaint statement but this can take up to 65 working days if the complaint is complex.

Stage 3 (review panel)

Very rarely, people are not happy with the Stage 2 investigation and will move into a panel process. A group of three different people, the panel, will meet to talk to you and other people who are trying to sort out your problem. The panel would not have been involved with your complaint before and do not work for the Council. After talking and listening to everyone, the panel will make a decision about the best way to sort out your complaint. You should have an answer within 5 working days.


Local Government Ombudsman

If you are still not satisfied, you can make a complaint to the Local Government Ombudsman who may be contacted at:


-  The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH
-  0300 061 0614 or 0845 602 1983 (Monday to Friday
8.30am to 5pm)
-  You can also make an electronic complaint via the online
form: www.lgo.org.uk/making-a-complaint

How do I get in touch?

We want to hear your view as quickly as possible as it can help us to deliver better services. You can access information about children's social care services on the Council website at www.enfield.gov.uk or you can contact us directly by:

-  Web (online give us your views):
<https://new.enfield.gov.uk/contact-us>
-  020 8379 1000

Write to us or complete form (centre pull-out) and send to:

-  Complaints and Access to Information Team
Enfield Council
Civic Centre
Silver Street
Enfield
EN1 3XA

Is there anyone else who can help?

A child or young person may ask for a friend or relative to speak on their behalf or we may put them in touch with Enfield Children's Rights Advocacy service for further support.

There are also other organisations that may provide advice and support, such as:

ChildLine

- ☎ 0800 1111 (free 24-hour helpline)
- 🌐 www.childline.org.uk

NSPCC

- ☎ 0808 800 5000 (free 24-hour helpline)
- 🌐 www.nspcc.org.uk

National Youth Advocacy Service (NYAS)

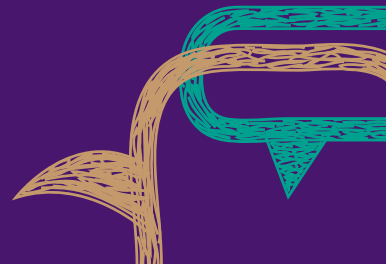
- ☎ 0808 808 1001 (Monday to Friday 9am-8pm, Saturday 10am-4pm)
- 🌐 www.nyas.net

Coram Voice

- ☎ 0808 800 5792 (free helpline Monday to Friday 9.30am-6pm)
- 🌐 www.coramvoice.org.uk

The Mix – essential support for under 25s

- ☎ 0808 808 4994 (free helpline 11am-11pm every day)
- 🌐 www.themix.org.uk



Gateway Services
Finance, Resources and Customer Services
Enfield Council, PO Box 50
Civic Centre, Silver Street
Enfield EN1 3XA

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