

## CHILDREN'S SERVICES



**Comments, concerns,  
complaints or compliments**  
about Children's Services



[bcpcouncil.gov.uk/complaints](https://bcpcouncil.gov.uk/complaints)

## What do you think?

This leaflet is for children and young people who want to let BCP Council Children's Social Care know how things are going.

This may be a comment or complaint about something that is making you angry, frustrated or upset. You might also want to let us know that something has gone really well for you. Contact details are on the back of this leaflet.

It is OK to complain, it gives us a chance to put things right if there is a problem, and helps us learn from mistakes and improve our service.

We will always take your complaint seriously.

## First steps ...

Talking to someone can often stop a small worry becoming a big one.

If you are unhappy about decisions being made about you, people who are working with you, services you are receiving or the way you are being treated please tell someone that you trust. This could be:

- your carer
- your social worker
- your independent reviewing officer (IRO)
- your advocate (someone who acts on your behalf)
- the BCP Council's complaints team.

The complaints team can help you and make sure the problem is sorted out as quickly as possible.

We will stay in touch and let you know what is happening and get an advocate to help you if you need one.

An advocate can help you to tell us what's wrong or you can ask an adult you know to speak up for you if you need some support.

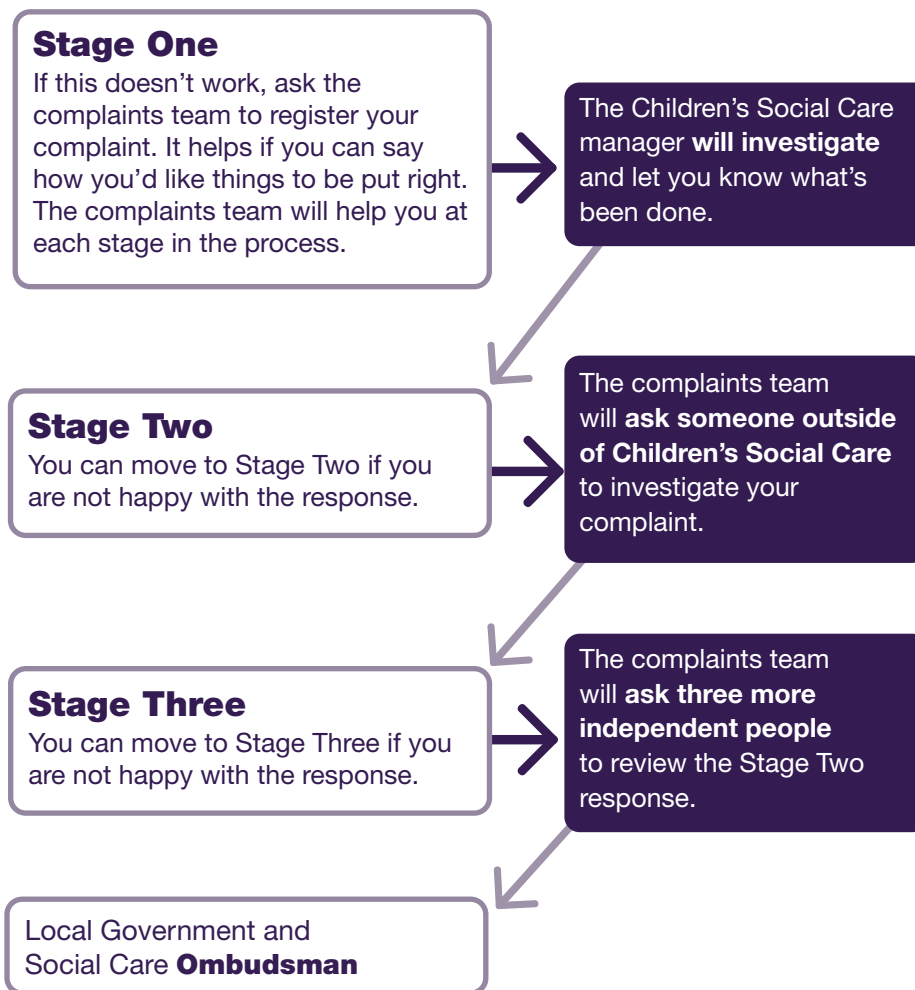
## Compliments

Compliments can also tell us when services are going well, and our staff appreciate being told that they are doing things right. We will make sure compliments are recorded and passed to the relevant people.

## Making a complaint

### First step

If you are unhappy about decisions being made about you, people who are working with you, services you are receiving or the way you are being treated please tell someone that you trust and ask that they help you to sort things out.



**After Stage Three and at any stage**, if you are not happy with the way your complaint is being looked at, you can contact the Ombudsman and let them know. All contact details are on the back of this leaflet.

## **BCP Council** Children's Services Complaints Team

**T.** 01202 118484 **E.** [csccomments@bcpcouncil.gov.uk](mailto:csccomments@bcpcouncil.gov.uk)

Write to us: Freepost RTKS-LEBR-YTAR, BCP Council Children's Complaints NBLO, Civic Centre, Bournemouth BH2 6DY

**[bcpcouncil.gov.uk/complaints](http://bcpcouncil.gov.uk/complaints)**

**If you are a child or young person** who has a complaint about services you are receiving from BCP Council Children Social Care, you can get help from the independent advocacy service Coram Voice. We can arrange this for you, or you can contact them directly.

You can contact **Coram Voice** in a number of other ways  
Freephone: 0808 800 5792 WhatsApp: +44 (0)7758 670369  
Text: 07758 670369 send a text and ask for someone to call you back.  
**E.** [help@coramvoice.org.uk](mailto:help@coramvoice.org.uk)

## **Local Government and Social Care Ombudsman**

If you have been through all stages of our complaints procedure and are still unhappy, you can ask the Local Government and Social Care Ombudsman to review your complaint.

The Ombudsman investigates complaints in a fair and independent way – it does not take sides. It is a free service.

The Ombudsman expects you to have given us a chance to deal with your complaint, before you contact them. If you have not heard from us within a reasonable time, it may decide to look into your complaint anyway. This is usually up to 12 weeks but can be longer for social care complaints that follow a statutory process.

Contact: **[lgo.org.uk](http://lgo.org.uk)** **T.** 0300 061 0614

Opening hours – Monday to Friday: 10am to 4pm (except public holidays)

You can ask for this information in an alternative format if required.  
Please call **T.** 01202 118484 or **E.** [csccomments@bcpcouncil.gov.uk](mailto:csccomments@bcpcouncil.gov.uk)  
or visit **[bcpcouncil.gov.uk/complaints](http://bcpcouncil.gov.uk/complaints)**

