



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



How to tell us



What we could do better



You can ask a friend or family member to help you



Please tell the people who gave you the service what you think



What we do well



We want to learn from your comments, compliments and complaints so that we can give a better service



What we will do

- If you tell us something that is good about a service we will tell the team or people what you said.
- If you have made a comment or told us something we could do better, we will use this to improve services in the future.

If you make a complaint:

- we will listen and tell you we have received your complaint within 3 working days
- we will talk to you and find out what you want to happen next
- we will make a plan and tell you how we will deal with your complaint
- we will tell you how long it will take and keep talking to you during the time it takes to deal with your complaint.

If you are unhappy with what we decide:

- there are different stages that we can use to look at your complaint, we will let you know more about these.

If you are still unhappy with what we decide:

- you can send your complaint to The Local Government and Social Care Ombudsman who is independent of the Council.

It does not take sides and it is a free service:



0300 061 0614



lgo.org.uk

If you are a child or young person and want to complain about Children Social Care, you may be able to get help from an advocate, someone who can act on your behalf.

We can contact them 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**

For more **information** contact

T. **01202 118484**

E. **csccomments@bcpcouncil.gov.uk**

BCP Council Children's Complaints
NBLO
Civic Centre
Bournemouth
BH2 6DY

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