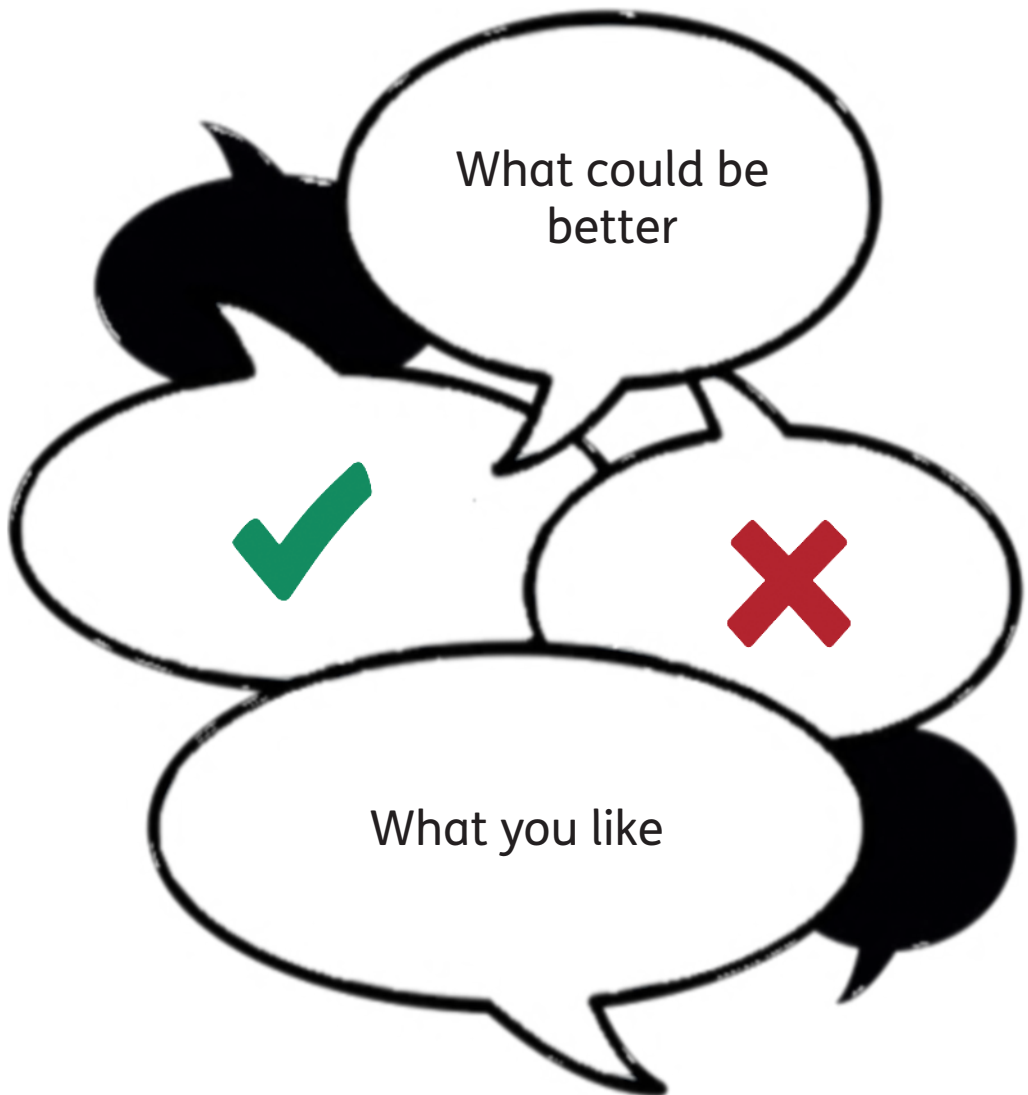


Children's Services

How well are we working?



We want to know:



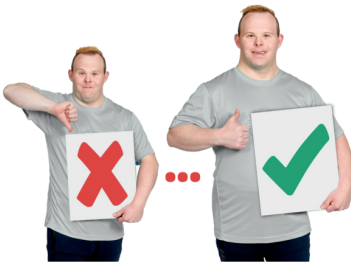
We want to hear your views so Children's Services are the best they can be.

What will we do:



If you tell us something is good.

We will tell the staff they are doing their job well.



If you tell us how we could be better.

We will use this to decide how to make our service better in the future.



Making a complaint.

We will make sure that your complaint is taken seriously.

If you make a complaint we will:



- **Listen to you.**
We will tell you we have got your complaint within 3 working days.



- **Talk to you.**
We will ask you what you want to happen next.



- **Make a plan.**
We will tell you what we are going to do about your complaint.



- **Tell you what is happening.**
We will tell you how long it will take to look at your complaint.



Not happy with our decision?

Please let us know if you are not happy with what we decide.

We will talk to you about what we can do next.



Local Government &
Social Care
OMBUDSMAN

Still not happy with our decision?

You can send your complaint to the Local Government & Social Care Ombudsman.



The Ombudsman is someone who looks into complaints. They are not part of the Council and do not take sides.



Call: 0300 061 0614

Website: lgo.org.uk

Support for Children and Young People to complain:



If you are a child or young person you might be able to get support to make your complaint.



Contact Coram Voice.



Call: 0808 800 5792

WhatsApp: 07758 670369

Text: 07758 670369



Email: help@coramvoice.org.uk



Contact the complaints team:



Call us:
01202 118484



Email us:
csccomments@bcpcouncil.gov.uk



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



You do not need to use a
stamp when writing to us.



**This Easy Read leaflet was designed by
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Made with Photosymbols.