

Representations & Complaints Procedure

GOT A COMPLAINT?

We want to know

We will listen to you

We will do our best to make things better

Core Assets Children's Services Complaints Procedure for Children/Young People

Core Assets Children's Services are aimed at supporting children/young people and their families, and making things better for them.

However, sometimes there can be misunderstandings, difficulties or problems.

When this happens the best thing is for everyone to talk about what has gone wrong, or what people are upset or angry about, and then decide how best to sort it out.

Most things can be sorted out in this way.

What if there are things you are worried or concerned about?

You might feel that:

- You are not getting the service you expected to get
- The service is not being given in the way you thought it would
- You are not being treated properly by people from Core Assets Children's Services
- People are not listening to what you have to say, or you are not being asked for your views

What should you do?

The most important thing is that you tell somebody, or write it down, so that the problem does not get any bigger or become more serious.

You must not feel worried about making a complaint to Core Assets Children's Services – this will not get you into trouble.

It is your right to make a complaint, and we know that we don't always get things right.

By making a complaint you are giving us the chance to make our service better.

Who should I tell?

- Your family
- Anyone from Core Assets Children's Services including carers
- A teacher
- A friend
- Your social worker or Family Court Adviser (Cafcass) if you have one
- Someone else who you trust
- The Core Assets Children's Services Complaints Manager, telephone number 01527 556480, email contactus@corechildrensservices.co.uk or post the back page of this Guide.

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- You can talk to an advocate: this is someone who will speak up for you if you need help. They will make sure your views and wishes are heard and acted upon.

How do I find an Advocate?

- You can make contact with an Advocacy Service yourself;
National Youth Advocacy Service: phone 0808 8081001 www.nyas.net
Children's Legal Centre: phone 01206 714650 www.childrenslegal.com
- If you have a social worker or Family Court Adviser, they will help you to find Advocacy Services which you feel will be best for you.
- You can choose your own advocate if you know someone you trust who is willing to help, such as a relative, teacher, carer, friend or family member.

I have problems speaking so how can I make a complaint?

If you have any problems in speaking or making yourself understood, Core Assets Children's Services will make sure that you have the help of someone who understands the way in which you speak, and can get your complaint heard.

What will happen when I make a complaint?

When Core Assets Children's Services are looking into your complaint, we will keep you informed of what we are doing to sort it out. If it seems that you or another child/young person have been or are being hurt or that there is some danger, then we will have to take action to make sure this stops, and will need to work with Social Services to do that. If not, this is what we will do:

The first thing we will do...

We will tell the people from Core Assets Children's Services who are working closely with you what the problem is, and ask them to see if they can sort it out, so that you are happy with the situation. They will let you know within 3 weeks, or 4 weeks at the most, what they have done or plan to do to sort out the problem.

They will write to you to tell you this, but will also speak with you to make sure you understand and are happy with their action.

This is known as Stage 1.

You must not feel worried about making a complaint to Core Assets Children's Services – we want to know how we can get things right. Making a complaint won't get you into trouble and it won't make things worse for you.

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What if I am not happy with what they say?

If you are still unhappy, tell the person who has written and spoken to you at Stage 1, or contact the Core Assets Children's Services Complaints Manager, telephone number 01527 556480, or email contactus@corechildrensservices.co.uk or write to the address at the end of this guide..

The second thing we will do...

If you are not happy after the first stage, we think it is important to have someone new to look at things for you. We will ask someone who does not work for Core Assets Children's Services, called an Independent Investigator, to talk to you about your complaint, and to talk to other people about what is going wrong. He or she will try to finish this within 4 weeks of you letting us know that you are still not happy, but if they need longer they will let you know why.

This is known as Stage 2. You can ask for your complaint to be considered at Stage 2 from the beginning, if you have a good reason to think that it cannot be fairly looked into by the Core Assets Children's Services staff who are working closely with you.

The Independent Investigator will write a report on what they have found out, and say what they think should be done to put it right. The Complaints Manager will then write to you to let you know what has been decided, and what will happen to sort it out. Someone will also talk to you about this.

What if the problem has not really been sorted out, or I am unhappy about the Independent Investigation?

You should tell the Complaints Manager that you would like to move to Stage 3.

The third thing we can do...

We will arrange for your problem and the ideas that have been given for sorting it out, to be heard by a group of three people, called a Panel. These three people include people who are able to decide changes on behalf of Core Assets Children's Services, and another person who is independent of the company. This is called Stage 3.

You will be invited to come to meet the Panel and tell them what you think. You can bring someone to help you, such as someone from your family, a friend, or someone else you trust.

You will be told within a few days what the Panel decided. This is the final thing that we can do to try and sort things out for you.

What if I am still not happy?

There may be other people you can complain to if you are still not happy, and we will make sure that you know who they are and how to get in touch with them. Some useful contact details are listed below:

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The Office of the Children's Commissioner

Sanctuary Buildings
20 Great Smith Street
London
SW1P 3BT

Tel: 020 7783 8330

Email: info.request@childrenscommissioner.gsi.gov.uk

Website: www.childrenscommissioner.gov.uk

Core Assets Safeguarding, Complaints and Allegations Manager

Malvern View, Saxon Business Park
Hanbury Road, Stoke Prior,
Bromsgrove, Worcs
B60 4PH

Tel: 01527 556480

contactus@corechildrensservices.co.uk

Regulatory Body for Adoption Support Agencies

**Office for Standards in Education,
Children's Services and Skills (OFSTED)**

OFSTED

Piccadilly Gate
Stone Street
MANCHESTER
M1 2WD

Tel: 0300 123 1231

Website: www.ofsted.gov.uk

Regulatory Body for Domiciliary Care – England

Care Quality Commission National Correspondence
Citygate
Gallowgate

Newcastle upon Tyne
NE1 4PA

03000 616161

Website: www.cqc.org.uk

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Registering Body for Child Contact Services:

National Association of Child Contact Centres (NACCC)

2nd Floor Offices

Friary Chambers

26 – 34 Friar Lane

Nottingham

NG1 6 DQ

Telephone 0845 4500 280

Email: contact@nacc.org.uk

The Local Government Ombudsman,

53-55 Butts Rd,

Coventry CV1 3BH

Phone: 0300 061 0614

www.lgo.org.uk

I HAVE A PROBLEM I NEED TO TELL YOU ABOUT

Name

Age

The date today is

Address

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Telephone Number(s)

Email

My problem is

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What I want to happen about the problem

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I want prefer you to contact me by -

Ringling me on...

Texting me on...

Emailing me at...

Writing me a letter