



Need more information?

Please get in touch with the Complaints Service Team if you need an advocate or if you would like to discuss a complaint.

Complaints Service Team
Brent Council
Brent Civic Centre
Engineers Way,
Wembley, HA9 0FJ

020 8937 2444
complaints.service@brent.gov.uk
www.brent.gov.uk/complaints

If you can't get in touch with the Complaints Team you can also call Brent Customer Services on 020 8937 1234 or drop in at Brent Civic Centre or make a complaint online.

Other places for support and advice

There are independent charities, organisations and representatives you can contact about advocacy.

Coram Voice
Freephone 0808 800 5792
help@coramvoice.org.uk
www.coramvoice.org.uk

National Youth Advocacy Service
Freephone 0808 808 1001
help@nyas.net
www.nyas.net

You may also wish to contact your ward councillor, MP or the Local Government Ombudsman
For more information visit
www.brent.gov.uk/complaints

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Unhappy, concerned or annoyed with a service?
Want to raise the issue?



Care for Children and Young People
A Guide to Concerns and Complaints



Brent

www.brent.gov.uk



Unhappy, concerned, annoyed?

Brent Council is committed to doing the best it can for children and young people. However, there may be times when you feel upset or annoyed with something which has not been done. There may be times when things don't go right, or you see things differently. If you're unhappy or concerned with the care which was organised, or your own care if you are a child, and you are considering making a complaint or raising an issue then there is support available if you are considering that step.

What is a complaint?

A complaint means telling us about what you think is wrong with a child's care, the way we have been dealing with you or if you think we have not sorted out a problem. It could be that you feel concerned or unhappy and would like to take the issue further.



What to do

If you or your child has a social worker you can talk to him or her. However, you can also talk to someone in the Complaints Service Team at Brent Council. They will listen to you and try and sort things out.

If you don't want to make a complaint on your own you can ask for an advocate. That could be someone you know and trust. However, if you don't know somebody who would be appropriate please speak to the Complaints Team who can advise you on the best thing to do.

If you are a young person

We have a complaints leaflet designed for young people. Please go to www.brent.gov.uk/complaints

How long do complaints take?

We will try to sort out your complaint as quickly as we can. Sometimes we can do this straight away by talking it through with you. Sometimes we need to speak with other people to find out what has gone wrong. In this case we will reply within ten working days. We will always let you know what we have done and what we think should happen.



Who can make a complaint?

Anyone receiving or requesting children's social care services can send in a comment or a compliment or a complaint. You may be:

- A child or young person in need, or in care
- A care leaver
- A parent or a person with parental responsibility
- A foster carer
- A person considered to have sufficient interest in a child's or young person's welfare

If you remain unhappy after your complaint has been looked at: You should contact the Complaints Service Team within four weeks and we will arrange for you to meet one of the service managers who will discuss your concerns further. If this does not work we will get someone not involved with your case to look more closely at your complaint. This may take up to five weeks (that's a stage 2 complaint). After this if you are still unhappy there is a review panel (a stage 3 complaint). Both involve independent consideration of your complaint.

It can be hard to understand how complaining works so you may find it helpful to talk it through with someone you trust.

Confidentiality

It is your right to complain and we will keep your complaint private. Your views are very important to us and we promise to listen to what you have to say. You will not be treated unfairly because you have made a complaint.

