

## Need more information?

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Please get in touch with the Complaints Team if you would like to make a complaint or need help with making one.

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

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

You can also call Brent Customer Services on 020 8937 1234, drop in at Brent Civic Centre or make a complaint online.

## Other places for support and advice

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There are independent charities, organisations and representatives you can contact about advocacy. You may also wish to contact your ward councillor, MP or the Local Government Ombudsman. Contact the Complaints Team for details.



For more information visit  
[www.brent.gov.uk/complaints](http://www.brent.gov.uk/complaints)

# A guide to raising concerns and complaints about the work of the Children and Young People department



[www.brent.gov.uk](http://www.brent.gov.uk)

## 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.

### 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. If you're unhappy or concerned about something that we have done, we want to hear from you.

## 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 Team at Brent Council.

You can make a complaint by writing to, emailing or phoning the Complaints Team. Details are on the back of this leaflet. You can also visit the Civic Centre and arrange to see a member of the team.

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.



## 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 aim to reply within two weeks. If it is a complicated issue, it may take up to four weeks. We should let you know from the start how long we expect the investigation to take.

If you remain unhappy after your complaint has been looked at, you should contact the Complaints 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. That is called a Stage 2 complaint investigation. After this if you are still unhappy, we can arrange for an independent panel to look at the complaint.

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

## 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 are a young person

We have a complaints leaflet designed specifically for you. You can download it from: [www.brent.gov.uk/complaints](http://www.brent.gov.uk/complaints).