A guide for young people about making complaints about our Social Care Services

Receiving social care? Unhappy, concerned or annoyed?

Need more information?
Please get in touch with the Complaints Team if you would like to make a complaint or let us know about problems you are having.

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
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

For more information visit www.brent.gov.uk/complaints

www.brent.gov.uk
You may feel unhappy or concerned about your care service. If there is something on your mind, it’s important that you raise the issue with your social worker or his or her manager or make a complaint. You can do that on your own, or ask for support if you find that difficult. The Council can help you by providing an advocate.

An advocate is someone who is independent of the Council, who will help you to make your complaint and deal with the Council. We can arrange to put an advocate in contact with you or you can use someone that you trust, such as a teacher, social worker or friend.

**How do I make a complaint?**

You can make your complaint to your social worker, or contact the Complaints Team. Their details are on the back of this leaflet.

**How long will my complaint 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 more information about what has happened. In this case, we will aim to reply to you 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 to take.

If you remain unhappy after your complaint has been looked at, you or your advocate can contact the Complaints Team who will talk to you about what can be done to sort out your remaining concerns.