

# Fair and Equal Access

To help us monitor our performance we would appreciate it if you could take the time to fill in the boxes below. Any information you provide us with will be kept confidential and will not be used when investigating your complaint.

Are you:  Male  Female Are you disabled?  Yes  No

# Religion

Christian  Jewish  Muslim  Sikh  Hindu  Other

# Alternative languages and formats available

If you would like to receive copies of this document in large print, braille or audiotape format, or if English is not your first language and you would like to see this document in your preferred language, please tick the relevant box and send it to the address below:

اردو Urdu  ਪੰਜਾਬੀ Punjabi  Shqip Albanian  हिन्दी Hindi  Somali Somali  Türkçe Turkish

Large Print  Braille  Audiotape

Business Reply Plus  
Licence Number  
RSRA-GZUR-ULHE

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Complaints, Information and Communication Team  
Havering Council  
Town Hall  
Main Road  
Romford RM1 3BD



# Who can help you?

The Children's Society Advocate 01708 434609



# Other ways to get help

ChildLine – [www.childline.org.uk](http://www.childline.org.uk) 0800 1111  
 Voice for the child in care 0808 8005792  
 The line for all children living away from home 0800 884444  
 NSPCC (Open 24 hrs) 0808 800 5000  
 Textphone number for the hard of hearing 01708 433175  
 Health and Care Professions Council 0845 3006184  
[www.havering.gov.uk/lscb](http://www.havering.gov.uk/lscb) 01708 433614  
[www.lawstuff.org.uk](http://www.lawstuff.org.uk) 08088 020 008  
[www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk) 0800 5280731  
 020 7783 8330



**Havering Council's  
Children and  
Young Peoples'  
Services**

**How to  
make a  
complaint**



[www.havering.gov.uk](http://www.havering.gov.uk)  
 @LBofHavering



# We will listen

No matter how small you think the problem is, for example

- If you disagree with your care plan or
- Are unhappy in your placement or the plans being made for you or
- Think our service to you could be made better

We will do our best to help you in any way that we can. You can also:

- Talk to someone you trust, this could be a relative, friend, carer or a social worker.
- Write to the Complaints Officer, or return the attached slip and they will make sure your complaint is looked into and that you receive a reply.

If you feel that you would like some help completing this form, please contact either The Children’s Society Advocate on **01708 434609**, your social worker, or the Complaints Officer on **01708 433038** who will be pleased to assist you.

Havering Council’s Children and Young Peoples’ Services want to know how you feel about the services it provides. Please write to the Complaints, Information and Communications Team with comments, compliments or suggestions too and we will make sure that your voice is heard.

# You can contact us by

Tel **01708 433038**

Writing to  
**Complaints Officer**  
**Havering Council**  
**Complaints, Information and**  
**Communications Team**  
**Town Hall, Main Road**  
**Romford RM1 3BD**

Email  
**social\_services\_info\_complaints**  
**@havering.gov.uk**



# Who can you speak to?

If you still do not think the problem has been resolved, The Complaints Officer will:

- get an independent person involved (someone who doesn’t work for the council)
- The independent person will ensure your views are heard
- They will help you get across your views and take part in discussions

The Children’s Society provides an independent advocacy service and can help you if you don’t feel like your voice is being heard. Advocates can help you:

- say what you want
- get your views heard when decisions are being made about your life
- understand your rights
- make a complaint

Contact The Children’s Society Advocate:  
 Tel **01708 434609**  
 Visit **www.childrensociety.org.uk**  
 Email **HaveringAdvocacy@childrensociety.org.uk**



# Complaints form

My name: \_\_\_\_\_

My age: \_\_\_\_\_

My address: \_\_\_\_\_

Postcode: \_\_\_\_\_ Mobile no: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

My complaint is about:

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This is what I would like to happen:

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Please fold, seal and then post the form. It is already addressed and you don’t need a stamp.

moisten here

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