

**Comments**

**Compliments**

**Complaints**

## About the Children and Young People's Services



**INVESTORS  
IN PEOPLE**

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



**Haverling**  
LONDON BOROUGH

## Introduction

Havering Council provides a wide range of services to many people, and we aim to deliver these services to the highest possible standards. We also recognise that you may not always be satisfied with a service we have provided, but we are committed to listening to our customers.

## We want to hear your views

We welcome comments, compliments, and complaints so that we can learn and improve local services. Your feedback would be of great value to us on the services that our staff provide. If you have received an effective or excellent service please tell us. Your contribution helps us to plan services and understand what works for our customers.

## How to make a comment, compliment, complaint

You can comment, compliment and complain by:

- Telephoning the Complaints & Information Officer on 01708 433038
- By filling in this leaflet (Alternative languages and formats available)
- Faxing in your comment, compliment or complaint to 01708 434114
- Email your comments, compliments, complaint to [social\\_services\\_info\\_complaints@havering.gov.uk](mailto:social_services_info_complaints@havering.gov.uk)

## Complaint Procedure

You have a right to have your complaint investigated and to receive a full and prompt reply. Should you need help with the complaints process we will always try to find someone to support and assist you.

Complaints can be about any aspect of Children and Young People's Services. We will acknowledge your complaint within 3 working days.

### **Stage 1 - local resolution**

Your complaint will be investigated by the relevant manager. You will receive a response within 10 working days.

A further 10 days will be added for more complex complaints or more if an advocate is required. If you remain unhappy with the investigation and response to your complaint, you have the right to take your complaint to Stage 2 within 20 working days.

## Stage 2 - formal investigation

Your complaint will be investigated (Independent of the service provider) and you will receive a response within 25 working days, and again if the case is complex you may be given an extension of 65 working days.

If you are unhappy with the investigation and/or the recommendations of the complaint, you have the right to request that your complaint is reviewed by a hearings panel within 20 working days.

## Stage 3 - complaint review

The Panel would consist of an independent chairperson and two independent members who will meet with you and give you an opportunity to put forward your views. The Panel will review the complaint process within 30 working days of the complainants request to go to Stage 3. You will receive a letter of findings and recommendations from the chairperson of the panel within 5 working days. You will then be given a copy of the minutes and receive a final response from the Group Director within 15 working days.

## What can I do if I am still not happy?

If you remain unhappy with the outcome to your complaint you may contact the Commissioner for Local Administration (Ombudsman) to have your complaint considered by:

- writing to the **Local Government Ombudsman (LGO), PO Box 4771, Coventry CV4 0EH**
- telephoning **0300 061 0614** (Mon - Fri 8:30am - 5:00pm)
- faxing **024 7682 0001**
- texting 'call back' to **0762 480 3014**
- using a text phone via the **Text Relay service** (formerly Tynetalk)
- using the online form **[www.lgo.org.uk/making-a-complaint](http://www.lgo.org.uk/making-a-complaint)**

Please note you have the right to go to the Ombudsman at any time; however it is likely that you will be asked to wait until the Council's Investigations have been completed.

## Other Ways to get Help

- Health and Care Professions Council **0845 300 6184**
- **[www.childline.org.uk](http://www.childline.org.uk)**
- **[www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk)**
- **[www.lawstuff.org.uk](http://www.lawstuff.org.uk)**
- **[www.thechildrenssociety.org.uk](http://www.thechildrenssociety.org.uk)**

# Comments/Compliments/Complaints form

Name

Address

Postcode

Home Tel

Work Tel

Email

Signature

Date

Please tick appropriate boxes

Comment

Compliment

Complaint

Are you making a complaint on behalf of someone else?  Yes  No

Do you have their permission?  Yes  No

Service Users signature of consent

Name of person you are representing

Address

Postcode

Please use this form to write your comments, compliments or complaints. Give dates/places of particular events, and the name of any staff involved. Please continue your complaint on an additional sheet if necessary.

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# Continue

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MOISTEN GUM, FOLD & SEAL

Your suggestions to resolve complaint

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## Equal opportunities

We ask questions about you because we value diversity and want to ensure that our services are accessible and reflective of your specific needs. If you feel uncomfortable giving us this information, simply tick the 'prefer not to say' box or do not answer the question.

The information you give us will remain strictly confidential and will be used for monitoring purposes only, in accordance with the Data Protection Act 1998.

### What is your age?

- 18 - 24       25 - 34       35 - 44       45 - 54  
 55 - 64       65+       Prefer not to say

### Are you...

- Male       Female       Prefer not to say

### Do you consider yourself to have a disability?

- Yes       No       Prefer not to say

If yes, please describe .....

### What is your sexual orientation?

- Heterosexual       Gay woman       Prefer not to say  
 Gay man       Bisexual

### What is your religion or belief?

- Christian       Jewish       No religion  
 Muslim       Sikh       Other .....

- Hindu       Buddhist       Prefer not to say

### What is your ethnic group?

#### A. White

- British       Irish  
 Any other white background (please state) .....

#### B. Mixed

- White & Black Caribbean  
 White & Black African  
 White & Asian  
 Any other mixed background (please state) .....

#### C. Asian or Asian British

- Indian       Pakistani  
 Bangladeshi       Chinese  
 Any other Asian background (please state) .....

#### D. Black or Black British

- African  
 Caribbean  
 Any other Black background (please state) .....

#### E. Other Ethnic group

- Arab  
 Any other Ethnic background (please state) .....

- Prefer not to say

## Alternative languages and formats available

If you would like to receive copies of this document in large print, braille, audiotape format, or if English is not your first language and you would like to see this document in your preferred language, please complete the form below and send the whole leaflet to:

London Borough of Havering  
Complaints, Information and Communication Team  
Town Hall, Main Road  
Romford RM1 3BB  
Textphone: 18001 01708 434343

### Please translate into:

- اردو / Urdu
- ਪੰਜਾਬੀ / Punjabi
- Shqip / Albanian
- हिन्दी / Hindi
- Türkçe / Turkish
- Somali
- Other language - please indicate .....

### Please provide as:

- Large print
- Braille
- Audiotape

Name

Address

Postcode

Delivered by



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R5RAGZURULHE

London Borough of Havering  
Complaints, Information and Communication Team  
Town Hall  
Main Road  
Romford  
ESSEX  
RM1 3BB