

Brocklands

HOW DO I MAKE A COMPLAINT?

You can complain to:

- any of the supporting adults at Brocklands
- the Registered Manager - Rich Buck
- the Responsible Individual - Lee Roberts
- your Social Worker
- your parents
- someone else who you trust and feel comfortable with
- Independent Visitor (Maddy Dorobantu)
- Independent Advocate (Kate Gregory)

*If you would rather speak to someone who doesn't know you, there are helpline numbers on the next page.

All telephone calls are confidential. These people will just listen to you, if that is what you want, or they can sometimes offer advice on what to do and who can help you.

What can I complain about?

You can complain about anything that you are unhappy with.

- Do you get privacy on the telephone?
- Are you treated as an equal?
- Do you feel listened to?
- Do you get a healthy balanced diet?
- Do your feelings get taken into consideration?

You can either fill in a Complaint Form yourself or with help from someone who you feel comfortable with. What will happen if I complain?

What will happen if I complain?

Stage 1: First of all, speak with a preferred adult supporting you who will try to solve the problem. We will listen and take you seriously.

Stage 2: If they cannot solve the problem to your liking you can fill in a complaint form or ask someone at Brocklands to help you do so.

Stage 3: Rich will then meet with you and tell you what actions he is going to take to resolve things. Once he has taken all the actions Rich will write to you confirming what he has done.

Stage 4: Complaints of a severe nature, or those that cannot be resolved to your satisfaction by Rich become formal complaints. This means that Rich will report them to your Local Authority. Your complaint will be investigated further, this may take some time but a resolution will always be sought as early as possible.

USEFUL HELPLINE NUMBERS



Richard buck: richard.buck@arc-hd.com

Lee Roberts: lee.roberts@arc-hd.com

The Children's Commissioner for England - Dame Rachel de Souza

Phone: 020 7783 8330

e-mail: advice.team@childrenscommissioner.gsi.gov.uk

Website: <http://www.childrenscommissioner.gov.uk/>

Write to: The Office of the Children's Commissioner,
Sanctuary Buildings, 20 Great Smith Street, London , SW1P 3BT

Child Line

Phone: 0800 1111

Website: www.childline.org.uk

NSPCC

Phone: 080 800 5000

Website: www.NSPCC.org.uk

INDEPENDENT ADVOCATE

Kate Gregory: skategregory@gmail.com

INDEPENDENT VISITOR

Maddy Dorobantu: madalina.dorobantu@nyas.net

*You can also ask us for your Independent Reviewing Officer's number

COMPLAINT FORM

Date:

My Full Name is:

I would like to make a complaint about:

I am unhappy because:

What would I like to be done about this problem?

Who would I like to deal with my problem?

Complaint received by: _____

Date: _____