

## USEFUL HELPLINE NUMBERS



### The Children's Commissioner for England - Anne Longfield OBE

Phone: 020 7783 8330

e-mail: [advice.team@childrenscommissioner.gsi.gov.uk](mailto: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](http://www.childline.org.uk)

### NSPCC

Phone: 080 800 5000

Website: [www.NSPCC.org.uk](http://www.NSPCC.org.uk)

### INDEPENDENT ADVOCATE

Kate Sims: 07775 696261

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

Small Acres URN Number - SC 480705



# Small Acres

## HOW DO I MAKE A COMPLAINT?

A guide to the Complaints Procedure for  
Children and Young People

## Who can I complain to?

You can complain to any of the Small Acres staff or speak to you social worker, or if you want to speak to someone outside your placement you can speak to an adult who you trust and feel comfortable with, for example a parent, teacher or relative.

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.

## COMPLAINT FORM

Date

My Full Name is \_\_\_\_\_

I would like to make a complaint about:

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I am unhappy because: \_\_\_\_\_

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What would I like to be done about this problem?

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Who would I like to deal with my problem?

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What have Small Acres staff done to help me?

YP's Signature.....

You can complain by talking to someone, and you can ask one of the Small Acres staff to help you fill in this form.



### What can I complain about?

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

You can complain about anything that you are not happy with.

You can either fill in a Complaint Form yourself or with help from staff or someone who you feel comfortable with.

There is a Complaint Form at the back of this booklet which you can keep in case you need it sometime.

Some complaints are small and can be sorted quickly by talking to Small Acres staff.

Your complaints can also be voiced in a house meeting, key working sessions or by talking to Small Acres Independent Advocate.

Staff will always be there to listen and will be updated on any changes in the weekly staff meeting.

Other complaints can be more serious and can therefore involve other people.

### **These are the stages you need to follow for the complaints procedure:**

**Stage 1:** First of all speak with the staff and try to solve the problem. Staff WILL take you seriously and may also inform your social worker. If you still want a complaint recorded Small Acres has a Complaints Book to record all complaints made by young people.

**Stage 2:** If you feel that you cannot do the above or you have tried and you are still unhappy ask to speak to the Registered Manager or the Registered Provider. If you want someone to talk for you (an advocate), you can ask for one.

**Stage 3:** If the complaint cannot be resolved satisfactorily by a senior member of staff it will be taken to the Registered Manager. They will listen to you about what has happened and will tell you what actions they are going to take to resolve things.

Once the complaint is dealt with you should be told what has happened and this should be confirmed in a letter to you.

**Stage 4:** Complaints of a severe nature, or that cannot be resolved by a senior member of staff, become formal complaints. This means that the Registered Manager 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.