

Please don't forget to tell us your name and contact details, or if you are making a complaint on behalf of a child, we will need their details too.

Your name \_\_\_\_\_

Your address \_\_\_\_\_  
\_\_\_\_\_

Your telephone number \_\_\_\_\_

Your email address \_\_\_\_\_

**If this is on behalf of someone else**

The child's name \_\_\_\_\_

Their date of birth \_\_\_\_\_

Details of your feedback or complaint \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Please continue on another piece of paper, if you need to, then send this to us, at the address on the bottom of the previous page.*

**JULY 2019**

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If you would like the information in this document in a different format, please call 020 8303 7777 and ask for Communications/Graphics. The reference to quote is: 607380/7/19

# Bexley's Children

A leaflet for anyone being supported  
by Children's Social Care

*Compliments or complaints about our service?*



*We are here to listen to you and help*

## Who can I talk to?

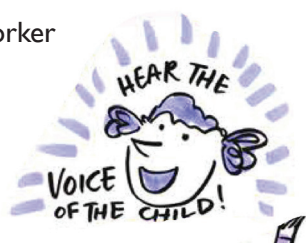
Here in Bexley, we want our children and young people to be well supported. We understand it can be hard to talk about your worries, but if you tell someone, they can start to make it better for you.



1. If you feel something has gone wrong, we want you to tell us, so we can try and put it right as quickly as possible. The back page of this leaflet gives you the opportunity to write down the details of your complaint or feedback.

2. Alternatively, there are several different people you can contact:

- Your carer, key worker or social worker
- Us, at the Complaints team
- An Independent Reviewing Officer
- An advocate



An advocate is also someone who can talk to you about what is upsetting you and then they discuss it with us. They will be acting on your behalf.

If you would like an advocate, we can organise this for you. However, if you prefer, you can call the National Youth Advocacy Service on 0808 808 1001 or email [main@nyas.net](mailto:main@nyas.net)



## What happens next?

3. We aim to resolve your complaint as quickly as possible, but you will need to give us a little time to talk to everyone involved and provide you with our answer. This should take no more than 15 working days.

Our letter will also tell you what you can do next if you are still not happy and you feel that the service we have provided has not met your needs. We can then ask someone not involved with your care to look into your complaint and how we have handled it. Another independent person will also be involved to make sure the investigation is carried out properly.



You can also tell us that you are happy with us!

We would love to hear from you when we have made things right for you, so that the team know things are working out. We might also be able to use this information to help other young people in a similar position. The Complaints Team deal with the good comments as well!

**To contact us, you can:**

call us on 020 3045 4700

email us at [complaints@bexley.gov.uk](mailto:complaints@bexley.gov.uk)

Visit us at [www.bexley.gov.uk](http://www.bexley.gov.uk)

or write to us at:

The London Borough of Bexley  
Children's Complaints Team,  
Civic Offices,  
2 Watling Street,  
Bexleyheath, Kent DA6 7AT.

