

Who else can help?

For young people in Kent, Action for Children provide help about making complaints.

Phone: 0800 413688
Email: IRCS@actionforchildren.org.uk
By Text: 07963 306389
Fax: 01622 663523
Write to: Action for Children
Independent Representation
and Complaints Service
39-48 Marsham Street
Maidstone, ME14 1HH

If you are a Looked After Child, you can get help to make your complaint from Voice.

Helpline freephone: 0808 800 5792
Email: help@voiceyp.org
Online: www.voiceyp.org
Write to: 07758 670369

How do I find out more?

Visit our website:

www.kent.gov.uk/childrens_social_services/getting_in_touch/complaints.aspx

Write to:

Kent County Council,
Customer Care,
Kroner House,
Eurogate Business Park,
Ashford,
TN24 8XU

Call us on:

Tel: 0300 333 5384
Fax: (01233) 652160

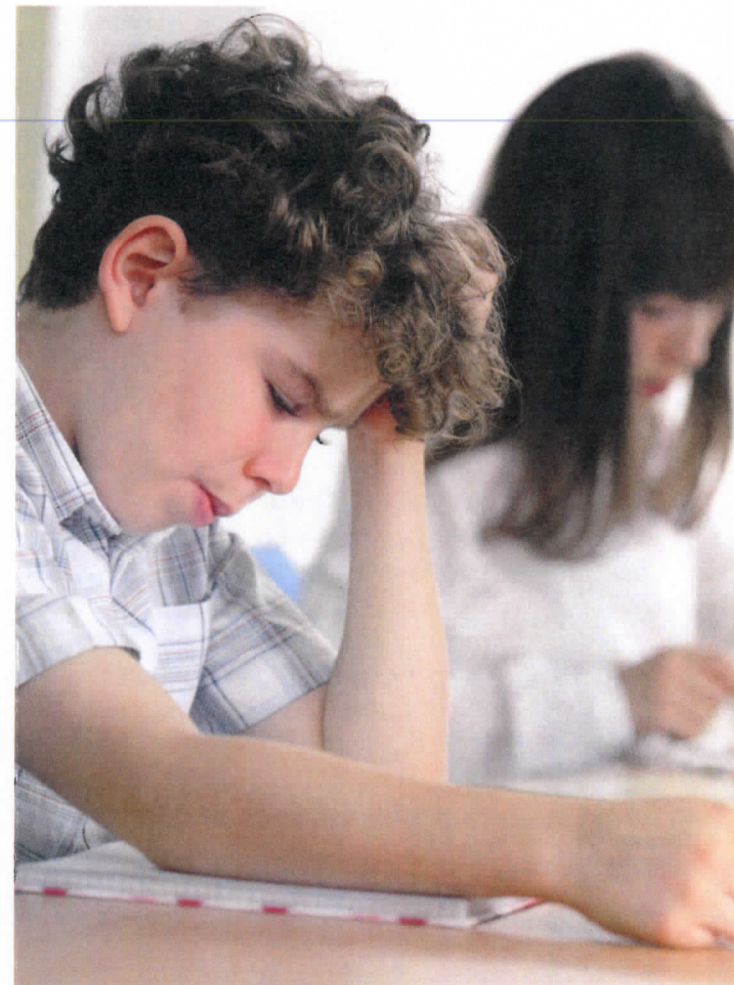
Email: cscomplaints@kent.gov.uk

Text:

The word 'Complaint' followed by
07860008025

This leaflet is available in alternative formats and can be explained in a range of languages. Please call 0300 333 5384 for details.

How to make a complaint, comment or compliment about Children's Services



How to make a complaint, comment or compliment about Children's Services

Your right to be heard

Comments

We want to provide you with the best service we can. To help us do this, we would like to know what it is like for you.

Compliments

If you are pleased with a member of staff or a service then please let us know.

Complaints

We also want to know when things go wrong. If you are unhappy with the services you receive, we have a complaints procedure for you to use.

If you want to make a complaint, a compliment or a comment you can contact the Customer Care Team who will be happy to help you.

Contact details are on the back of this leaflet.

What happens when I make a complaint?

Stage 1

Most complaints are sorted out quickly at this stage.

If you wish to make a complaint, compliment or comment you can contact the Customer Care Team who will be happy to help.

The Customer Care Team will arrange for a manager to look into the issues and try to sort them out.

You will receive a letter from a manager.

We will try to reply in 10 working days. Some more complex complaints may take a bit longer.

The Customer Care Team will tell you what is happening.

Stage 2 - Investigation

If the issue is not sorted out you can make a stage 2 complaint.

There will be an investigation.

A senior manager will write to let you know the outcome.

The Customer Care team will give you more information about this stage when you need it.

You will be kept updated about what is happening.

If you are still unhappy, the Customer Care Team will advise you on how to take it further.

If your complaint is about a school, they have their own complaints procedure. The Customer Care Team can tell you who to contact if you are not sure.