

Who can help?



If you are a young person involved with social services you have a legal right to an advocate if you are thinking of making a complaint.

An advocate is someone who can help you to get your views across or help you make your complaint.

You can choose your own advocate.

If you would like an independent advocate the Complaints Team will get one for you.

How do I find out more?

Visit our website: www.kent.gov.uk/complaints

Write to:

Kent County Council
Children's Services Complaints
Kroner House
Eurogate Business Park
Ashford
Kent
TN24 8XU

Call us on:

Tel: 03000 410304

Email: cocomplaints@kent.gov.uk

SMS: send a text message starting with the word 'Complaint', followed by your name and contact details to 07860 008025

If we cannot resolve your complaint you can contact the Local Government Ombudsman.

Website: www.lgo.org.uk
Call: 0300 061 0614

How to make a

complaint, comment or compliment

about Children's Services



This leaflet is available in alternative formats and can be explained in a range of languages. Please call 03000 410304 for details.

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 complaints procedures for you to use.

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

The Complaints 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 Complaints Team will tell you what is happening.

Your right to be heard



STAGE 2

If the issue is not sorted out you can ask for your complaint to go to the next stage of the procedure.

There will either be a review or investigation into your complaint, depending on which complaints procedure is being used.

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

The Complaints 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 Complaints Team will advise you on how to take it further.

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