

## Having your say - Standard leaflet

### Information about the Complaints process for Barnardo's Children's, Family Placement and Employment, Training and Skills (ETS) Services



Barnardo's wants to make sure that the Barnardo's Service you use is helpful, whether it is a Children's, Family Placement or ETS service and to know if it could be improved. We want you to be involved in the decisions made about your service. We hope you are able to respond if you are asked for feedback by your worker. We appreciate your comments and representations, good or not so good, if you think there is an improvement which could be made. We take it very seriously if you are not happy with the service we provide. Please tell us your concerns so we can put things right when we need to.

The Children's Services Complaints and Representation process is to help you tell your concerns and this leaflet explains the process. We also have available a longer version of this leaflet with fuller details. You can ask a member of your service staff for a copy of this longer version at any time.

#### **What happens if you want to complain?**

If you have a concern or complaint it is important that you share it with us at the first opportunity so that we can try to resolve the issue as quickly as possible. Once you have spoken to someone from Barnardo's or written, phoned or emailed us using one of the Barnardo's contact details on the back of this leaflet, we will look into the matter and try to put things right, after we have discussed and agreed with you your concern or complaint. We will respond to you within 10 working days.

#### **What you can do if you are not happy with how we dealt with your complaint?**

If you are not happy with the outcome of the investigation of your complaint, please contact Barnardo's within 20 working days of getting our written response and let us know in writing why you are not happy and what you would like to happen if we were to investigate again. We will then send you a copy of the long version of **Having your say** which gives fuller details of the complaints investigation process.

If despite our efforts you still remain dissatisfied you again have 20 working days to contact us after you receive the result of the second investigation into your complaint. The long version of **Having your say** details what can happen next. Please ask for another copy if necessary.

#### **What else you can do?**

There may be responsible<sup>1</sup> or statutory agencies you can contact if you are not satisfied with Barnardo's final response. Their details are on this form along with details of your Barnardo's service and of the Barnardo's National offices.

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<sup>1</sup> E.g. ETS funding agencies may consider service user complaints, usually after they have used the Barnardo's complaints process

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Barnardo's service name			
Name of the manager			
Address of the service			
☎:			
📱:			
✉:			
<b>Barnardo's Head Office</b> Tanners Lane Barkingside, Ilford Essex IG6 1QG ☎: 020 8550 8822 📱: 07917 187718 <b>for text or voice mail about complaints</b> ✉ <a href="mailto:cs.complaints@barnardos.org.uk">cs.complaints@barnardos.org.uk</a>	<b>Barnardo's Northern Ireland</b> 542 – 544 Upper Newtownards Road, Belfast BT4 3HE ☎: 028 9067 2366 You could also text or email – see information under Barnardo's Head Office	<b>Barnardo's Scotland</b> 111 Oxfgangs Road North Edinburgh EH14 1ED ☎: 0131 446 7000 You could also text or email – see information under Barnardo's Head Office	<b>Barnardo's Cymru / Wales</b> Trident Court East Moors Road Cardiff CF24 5TD ☎: 029 20493387 You could also text or email – see information under Barnardo's Head Office

Service user's LA; trust or other responsible agency	
Name of their LA/trust/agency worker	
Name of the LA/trust/other agency complaints officer	
Local authority/trust/other agency address	
☎:	
📱:	
✉:	
Name of the regulatory body the service is registered with/regulated by	
Address	
Contact person	

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☎:	
📱:	
✉:	

Information Commissioner – if you have a concern about a Data Protection matter	
Address	ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
☎:	0303 123 1113
✉:	<a href="mailto:mail@ico.gsi.gov.uk">mail@ico.gsi.gov.uk</a>
url:	<a href="http://www.ico.gov.uk">www.ico.gov.uk</a>