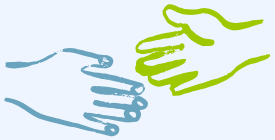
Who Is This Leaflet For?

This leaflet is for children and young people who:

- Have a social worker
- Are in care or have previously been in care
- Are adopted
- Live with foster carers, in a children's home, or with family or friends arranged by Children's Social Care
- Have a Child in Need Plan
- Have a Child Protection Plan
- Receive support from Children's Social Care
- Are care leavers



Advocacy Support

If you would like help to share your views or make a complaint, an advocate can support you. They can help you:

- Understand your options
- Put your complaint into writing
- Make sure your views are heard
- Support you before, during, and after meetings

If you'd like to have a chat or ask for support, contact Hannah:
Email:
ChildrensAdvocacy@wokingham.gov.uk
Call or text: **07824 415336**

FAQs

Will I get into trouble for making a complaint?
No. You have the right to share your views and tell us about your experiences. We will listen to what you say and treat your concerns with respect.

I'm worried I will upset someone who is helping me. What should I do?
It is okay to feel worried, but making a complaint is not about getting someone into trouble. It is about making sure your voice is heard, your experience is understood and changes can be made.

Will the person I complain about know I made the complaint?
We will only share information with people who need to know so that we can look into your concerns. If you are worried about this, you can tell us.

Do I have to speak to someone face-to-face?
No. You can share your views in a way that works best for you.

Can I change my mind after making a complaint?
Yes. If you no longer want to continue with your complaint, let us know and we can discuss this with you.

Will it be recorded?
Yes, and it may be put on your records.





WOKINGHAM
BOROUGH COUNCIL

Your Guide to Making a Complaint

For Children and Young People





About This Leaflet

Everyone has the right to raise a concern or make a complaint if they are unhappy with the support or service they have received. You may wish to try giving feedback first to see if your concerns can be resolved informally. If you are not happy with the outcome, you can make a formal complaint.

Every concern or complaint is valid. If you are unsure whether what you want to raise is a complaint, please get in touch and we will help you. By sharing your feedback or making a complaint, you are helping us improve our services for you and other children and young people.

You will be in control throughout the complaints process and can decide if you are happy with the outcome or want to take it further.

This leaflet explains the Children's Social Care complaints process, how to make a complaint, what happens during the process, and where to get help and support.

How Do I Make a Complaint?

You can make a complaint in a way that feels comfortable for you.
You can:

- Speak to someone you trust and ask them to help you
- Speak to a member of Children's Services staff such as your social worker
- Fill in the online complaints form (**QR code**)
- Email the Children's Services Complaints Team at **ChildrensServicesComplaints@wokingham.gov.uk**
- Write to us. The Customer Relations Manager, Children's Services, Wokingham Borough Council, Shute End, Wokingham, RG40 1BN

Tell us what has happened, how you feel, and what you would like to happen.
If you need help making a complaint, you can ask for support from an advocate.



The Complaints Process

Make a Complaint
Tell us what happened using the online form, by email, in writing, or by speaking to a member of staff.

Complaint Received
We'll confirm we've received your complaint within 3 working days.

Stage 1
A manager will investigate your complaint and respond within 10 working days (up to 20 for complex complaints).

Stage 2
If you're unhappy, you can request an independent investigation within 20 working days.

Stage 3
If you're still unhappy, you can request a Review Panel within 20 working days.

Final Decision
The Director of Children's Services will send you the final decision.

Still Unhappy?
You can ask the Local Government and Social Care Ombudsman (LGSCO) to review your complaint.