



Newham London

Complaints and Compliments

Children's Services

www.newham.gov.uk
020 8430 2000

Your views are important to us

If you are happy with our Children's Service or a particular member of staff – **let us know**.
If you are unhappy with our service or the way you have been treated – **tell us**.

We use what you tell us to improve our services.

How do I complain/compliment?

If you are a:

- child in need
- child in care
- care leaver
- person with parental responsibility for any of the above
- foster carer
- adoptive parent

Write to us: Use the form attached and post it to:
Customer Relations Team, Newham Dockside,
First Floor East, 1000 Dockside Road,
London E16 2QU

Telephone: 020 8430 2000

Email us: customerrelations.team@newham.gov.uk

If you **need help** making a complaint/compliment then please let us know and we will arrange for someone to work with you – this person is called an **advocate**.

Complaints must be made within a year of the event. Complaints outside this timescale will only be dealt with at our discretion.

What happens next?

If you are making a compliment, thank you. We will acknowledge your compliment within ten working days of receiving it. We will ensure your compliment reaches the staff who helped you.

If you are making a complaint:

Stage 1 Local resolution

When we receive your complaint we will reply in writing to you within ten working days. If we need more time to investigate your complaint, we will let you know and answer within 20 working days.

Stage 2 Investigation

If you are unhappy with our Stage 1 reply you can contact Customer Relations and request an independent investigation. We will aim to write to you within 25 working days (or 65 working days if it is complicated) and we will send you the investigation report.

Stage 3 Review

If you are unhappy with the Stage 2 reply you can ask Customer Relations for a Review Panel, who will meet to review your complaint. This panel will not investigate again but will decide if the investigation and the results were fair. If you want to go to Stage 3 of the complaints process you must inform Customer Relations within 20 working days of receiving the Stage 2 response. If you wish you may attend when the Panel meets, and bring a friend to support you. We will write to tell you the findings of the review.

If you are still unhappy after the Review Panel you can ask the Local Government Ombudsman to investigate your complaint.

The Local Government Ombudsman can be contacted at:

Local Government Ombudsman

PO Box 4771

Coventry

CV4 0EH

Tel: 0300 061 0614

Email: advice@lgo.org.uk

Fax: 020 7217 4621

Complaint and compliment form

Please use this form to make a written compliment or complaint and post it to: Customer Relations Team, Newham Dockside, First Floor East, 1000 Dockside Road, London E16 2QU. You may send additional material with this form if necessary.

Name: _____

Address: _____

Telephone: _____

Useful contact numbers

The following organisations can help children and young people with their problems.

Childline

Phone 0800 111 111
www.childline.org.uk

Kidscape

Phone 08451 205 204
www.kidscape.org.uk

Voice

Phone 0808 800 5792
www.voiceyp.org

NSPCC

Phone 0808 800 5000
www.nspcc.org.uk

The Children's Society

Phone 0845 300 1128
www.childrenssociety.org.uk

Monday - Friday
9.00am - 5.00pm



27075

For free translation phone

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സൗജന്യമായ തർജ്ജിമയ്ക്കായി ബന്ധപ്പെടുക

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Para uma tradução grátis, telefone.

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