

About you *(optional and confidential)*

We want to find out if we are giving as good a service as we can to everyone. To help us do this, please complete this section of the form. This will not affect the way your complaint will be dealt with.

How would you describe your ethnic origin?

White

- British
 Irish
 Any other white background

Mixed

- White and Black Caribbean
 White and Black African
 White and Asian
 Any other mixed background

Asian or Asian British

- Indian
 Pakistani
 Bangladeshi
 Any other Asian background

Black or Black British

- Caribbean
 African
 Any other Black background

Chinese

- Chinese

Other Ethnic group

- Other Ethnic group

Gender

- Male
 Female

How old are you?

- Under 16
 16 – 19
 20 – 24
 25 – 59
 60 – 64
 65 and above

Do you consider yourself to be disabled?

- Yes
 No

Data Protection Act 1998 – We will only process your personal data in order to respond to your complaint. In general it will be used for administrative and statistical purposes.



Hampshire
County Council

Children's Services
Complaints process form

Hampshire County Council
Children's Services Department
FREEPOST (SCE11221)
Winchester
Hampshire
SO23 8ZZ

Making a complaint

The complaints process consists of three stages.
Most matters are resolved at Stage 1.

Stage 1:

The senior manager responsible for the service you have concerns about, will investigate the matter and write to you with their findings. This is normally carried out within 10 working days.

If you are dissatisfied with the outcome of Stage 1, you can request that your complaint be progressed to the next stage. You have 20 working days to do this. Before moving to Stage 2, a member of the Complaints Team will contact you to establish if there is anything further that could be done to resolve your complaint and may arrange a meeting with you to discuss your complaint in person. If it is still not possible to resolve your complaint, they will arrange for the matter to be dealt with at Stage 2.

Stage 2:

We will appoint somebody independent to investigate your complaint.

Stage 3:

If you are still dissatisfied you can request to take your complaint to a Stage 3 Review Panel.

Once your complaint has been through the above stages, you have completed our complaints process. If you are still unhappy with the way we have dealt with your complaint, you can contact the Local Government Ombudsman. The Ombudsman will expect you to have taken a complaint through our complaints procedures first.

Making a complaint

Complaining about Social Care Services within the Children's Services Department

The Department is responsible for providing a range of social care services to children, young people and their parents or carers, including:

- Assessment of children's and families' needs
- Family support
- Fostering
- Adoption
- Childcare
- Child Protection
- Caring for a Child with special needs
- Young Offenders

This leaflet explains how to make a complaint and what we will do about it.



Hampshire
County Council

Complaining about Social Care Services from the Children Services Department

Part A

If you would like advice on how to make your complaint, please telephone the Complaints Team on **01962 847484**.

You can also leave a message out of hours.

Alternatively you can email:

childrens.services.complaints@hants.gov.uk

School complaints

We are not able to deal with complaints against schools as they have their own complaints procedure. If your complaint is about a school, your first contact should always be either the Headteacher or Chair of the Governing Body. You can obtain further information at: The Advisory Centre for Education (ACE) on 0808 800 5793, or via the website: www.ace-ed.org.uk

Before you complain

All complaints are taken seriously and we will do our best to resolve your concerns as quickly as possible. Before making your complaint, the following information may be helpful:

- Have you brought your concerns to the attention of staff who know you and your situation. Most complaints can be sorted out by talking to the person you have been dealing with, or their manager if you prefer.
- Do you have parental responsibility? Whilst we can accept complaints from individuals who are considered to have sufficient interest in a child, it may not be possible to deal with your concerns unless the child's parent, guardian or carer has given their consent for someone to act on their behalf.

- Your complaint must be capable of being investigated and relate to the Department's involvement with a child.
- You should make it clear what you are seeking as an outcome to your complaint.
- The complaints process cannot overturn a decision of the court or a tribunal/panel decision. If you are concerned about a decision that has been made by the court that relates to a child, you should seek independent legal advice.
- Your complaint should be made within 12 months of the events leading to the complaint.
- Certain services have their own, slightly different, complaints procedure. These include: Education, Special Educational Needs and Transport to School. You may be entitled to an appeals process in relation to decisions made by the Authority involving these services. If you are unsure about your entitlement to an appeal, please contact us. We cannot treat a matter as a complaint simply because an appeal judgement goes against you.

We will always accept a complaint made by a child or young person.

For more information please visit: www3.hants.gov.uk/cs-complaints

For a copy of this publication in another language or format (e.g. large print or in an audio format) please phone 01962 847484 or email: childrens.services.enquiries@hants.gov.uk

You can also submit your complaint online at www3.hants.gov.uk/cs-complaints.

Feedback form

Part B

Retain part A for your records and **return part B** to the Complaints Team.

Please provide the following information:

Your full name:

Your full address and postcode:

Contact telephone number(s):

Contact email address:

Child's full name and date of birth:

Child's full address:

Do you hold parental responsibility? YES / NO

Have you made this complaint to anyone else?

If yes, please state to whom and when:

Details of your complaint:

(Continue on separate sheet if necessary)

What outcomes are you seeking?

Date form completed:
