



# COMPLIMENTS AND COMPLAINTS

Croydon Council

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**CROYDON** | Delivering  
www.croydon.gov.uk for Croydon



## How are things going?



In Croydon, we try our best to make sure things turn out well for you. Sometimes things go *really* well and, other times, things go badly.

But what matters is that we know how **you** feel about

our work with you. And it matters because if you're not happy, we need to change what we're doing, and if you *are* happy...well, we need to keep doing what we're doing!

Think of homework at school. You do some work, your teacher marks it and you find out how you did. Then you know if you need to do something different or keep doing what you're doing. This booklet is a little like that. So, go ahead and tell us how things are going.

## How do I tell you what I'm feeling?

Well, if you're comfortable doing so, you can fill out this booklet by yourself or perhaps ask an adult you trust to help you with it.

But writing about your feelings may not be the right thing for you. Instead, you can always try and **draw** what's going on in your head on a separate sheet of paper, take a photo and email it over with this booklet. Or you can write down some **key words** in the box below:



## I'd like to complain...

No problem. So, there are different ways of doing this, but before we look at them, if you would like some help making your voice heard then you can always use an advocacy service:



Looking for help to make a complaint?

Contact **Barnardo's Children's Rights Service** to get an advocate.

Phone: **0808 800 0017** or **020 8768 5058**

Email: [Advocacy2@barnardos.org.uk](mailto:Advocacy2@barnardos.org.uk)

Okay, there are different stages for making a complaint and, hopefully, yours can be solved at the first stage. Let's look at these stages a little more closely:

### Stage One

This is when you complain to your worker's manager, or the manager of the relevant service you are complaining about. They have 10 working days to speak to you and try to make things better.

### Stage Two

Let's say you've gone through Stage One, but you're not happy that things have been fixed, so you move on to the next complaint stage. What you now do is send a copy of this booklet

all filled out to the Complaints Team by emailing [complaints@croydon.gov.uk](mailto:complaints@croydon.gov.uk) or calling **020 9726 6000 (Extn: 62753)**. Again, you may want a trusted adult to help you.

Someone in the Complaints Team will listen carefully to what you have to say and ask you what you would like to happen. When you've finished discussing things, someone who **doesn't** work in Croydon Council has 25 to 65

working days to think about what you've said and decide what to do. If your complaint is a pretty complex one, then it may take this person

closer to 65 days. Please be patient! Once this person has finished investigating, you will be sent a letter by the Director of Children's Social Care and Early Help telling you what's going to be done.

### Taking Things Further...

Now, this is when things get **very** serious and it is quite rare for a complaint not to be resolved at Stage Two. If this happens to you though, you can make contact with an organisation called the Ombudsman. Now, that may sound like a villain from a Marvel film, but the Ombudsman is actually a free and independent service – as opposed to a single person – that you can contact if you aren't happy with how your complaint has been dealt with so far. Again, if you're comfortable getting



in touch with them yourself then that's great, but you can always ask a trusted adult to help.

Local Government &  
Social Care  
**OMBUDSMAN**

Want your complaint to go further?

Contact the **Local Government & Social Care Ombudsman** for support.

Phone: **0300 061 0614**

Online: [Ombudsman Complaint Form](#)

I'd like to compliment...

Firstly, thank you very much! It's always nice to hear when good work is being done. A positive word about a member of staff can really brighten their day.



To send a compliment, simply fill out the same form as you would for a complaint and return it to your worker. Done.

## My details...

Please fill in the details below – and don't worry, we won't pass on your information without speaking to you first.

Name:

Age:

Address:

Contact:

Boy/Girl:

Is anyone helping you complete this form? If so, please provide their name and contact:

Ethnicity (please highlight):

White British

White Irish

Any other White Background

Traveller of Irish Heritage

Gypsy Roma

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed Background

Indian

Pakistani

Bangladeshi

Any other Asian Background

Caribbean

African

Any other Black Background

Chinese

Any other Ethnic Group

Prefer not to say

Do you have a disability?

## My feedback...

Whether you are making a complaint or giving a compliment, please use the boxes below to let us know what's on your mind.

Complaint/Compliment:

What would you like to say?

What would you like to happen?