

EXPLAINING **STAGE 1** OF THE COMPLAINTS PROCESS

You have made a complaint, which we take seriously and we want to resolve the reason you are unhappy. We are pleased you have come forward because it helps us to keep young people safe and improve how we work.

What happens next?

- * The local service manager or relevant manager will arrange to meet you.
- * You can bring a friend/adult to this meeting.
- * We can also arrange for someone to support you and help you if you wish.

What happens at the meeting?

- * The manager will want to know what has happened and what you want to happen as a result of complaining.
- * They will listen to you and take you seriously.
- * Together you will decide what the next steps are.

What happens after the meeting?

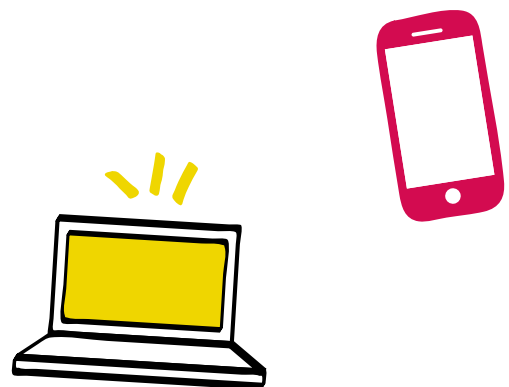
- * You will receive an update from the manager within 10 working days. Sometimes they may call you or arrange to meet with you again.
- * You will also receive this update in a letter or email.

**What if I am unhappy and my complaint hasn't been resolved?
Or you do not contact me within 10 working days with an update of what is happening.**

You can ask for more information to move your complaint to **Stage 2** of the complaints process.

If at any stage you want more information, or you feel we are not doing what we agreed we would do, you can contact us in the following ways:

- * Visit childrenssociety.org.uk/sayit
- * Phone: **0300 303 7000**
- * Email: complaints@childrenssociety.org.uk
- * Write to us at **Supporter Care team, Whitecross Studios, 50 Banner Street, London EC1Y 8ST**



Remember:

THINK IT SAY IT SORT IT!

EXPLAINING **STAGE 2** OF THE COMPLAINTS PROCESS

The reasons for taking the complaint to **Stage 2** can be:

- * You are unhappy with the decision at **Stage 1**

OR

- * You feel that we haven't kept you updated with what is happening and you haven't heard from us for more than five working days.

What happens next?

- * An independent staff member from another area of The Children's Society will arrange to meet you. This person does not manage your project or service, or the staff and volunteers that work there.
- * You can bring a friend/adult to this meeting.
- * We can also arrange for someone to support you and help you if you wish.

What happens at the meeting?

- * The independent staff member will want to know what has happened and what you want to happen as a result of complaining.
- * If you are unhappy with the result at **Stage 1**, they will want to find out more about this, so they will discuss it with you.
- * They will listen to you and take you seriously.
- * Together you will decide what the next steps are.

What happens after the meeting?

- * You will receive an update from the director within 10 working days. Sometimes they may call you; sometimes they may meet with you again.
- * You will also receive this update in a letter or email.
- * We use what we've learned from your complaint to improve how we work.

**What if I am unhappy and my complaint hasn't been resolved?
Or you do not contact me within 10 working days with an update of what is happening.**

You can ask for more information to move your complaint to **Stage 3** of the complaints process.

If at any stage you want more information, or you feel we are not doing what we agreed we would do, you can contact us in the following ways:

- * Phone: **0300 303 7000**
- * Email: **complaints@childrenssociety.org.uk**
- * Write to us at **Supporter Care team, Whitecross Studios, 50 Banner Street, London EC1Y 8ST**



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EXPLAINING STAGE 3 OF THE COMPLAINTS PROCESS

The reasons for taking the complaint to Stage 3 can be:

- * You are unhappy with the decision at **Stage 2**.
- * You feel that we haven't kept you updated with what is happening and you haven't heard from us for more than 10 working days.

What happens next?

- * A senior manager will arrange to meet you.
- * You can bring a friend/adult to this meeting.
- * We can also arrange for someone to support you and help you if you wish.

What happens at the meeting?

- * The senior manager will want to know what has happened and what you want to happen as a result of complaining.
- * If you are unhappy with the result at **Stage 1** and **Stage 2**, they will want to find out more about this, so they will discuss it with you.
- * They will listen to you and take you seriously.
- * Together you will decide what the next steps are.

What happens after the meeting?

- * You will receive a report within 20 working days. Someone may call you, or someone may meet with you again.
- * You will also receive an update in a letter or email.

What do I do once I receive the report?

- * You have up to 28 days to respond to what has been written in the report.
- * This is your chance to say what you think about what the senior manager has found out, and the solutions to put it right.

What happens after I send in my response?

- * The Children's Society will send you a final letter within 10 working days.
- * This letter will include details of how what we have learned from your complaint will improve the way we work.

What if I am still unhappy and my complaint hasn't been resolved?

Unfortunately there is nothing we can do further to investigate your complaint.

You can contact the following organisations for further information and support

- * OFSTED – [gov.uk/ofsted](https://www.gov.uk/ofsted)
- * Charity Commission – [gov.uk/charity-commission](https://www.gov.uk/charity-commission)
- * Information Commissioner Office – [ico.org.uk](https://www.ico.org.uk)
- * Local Government Ombudsman – [lgo.org.uk](https://www.lgo.org.uk)
- * Children's Commissioner for England – [childrenscommissioner.gov.uk](https://www.childrenscommissioner.gov.uk)



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