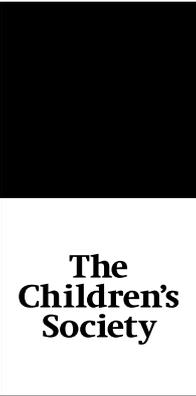


# Making a complaint about The Children's Society

The logo consists of a solid black square above a white square. The white square is centered horizontally and contains the text 'The Children's Society' in a black, sans-serif font. The white square is partially overlaid by a solid black horizontal bar that spans the width of the page.

**The  
Children's  
Society**

# What can I complain about?

You can complain about any aspect of The Children's Society's work that you are dissatisfied with.

We want to provide a fair, consistent and structured process to make sure that everyone we work with, and for, is able to get a response to their concerns.

If you are the parent or carer of a young person in our care today and have concerns about their safety or protection, we ask that you immediately alert us to this so they can get the support and help they need.

## How do I make a complaint?

- If you are the family member or carer of a young person using our services you can make a complaint by contacting the service manager, or by emailing **enq@childsoc.org.uk** with your contact details.

You can also get in touch by:

**Emailing** [katinka.broersen@childrenssociety.org.uk](mailto:katinka.broersen@childrenssociety.org.uk)

**Calling** 0800 783 7173 (9 to 4pm weekdays)

**Texting** 07720 941 881 (9 to 4pm weekdays)

**Writing to** Katinka Broersen, Edward Rudolf House, 69–85 Margery Street, London WC1X 0JL

- If you are an adult who was in the care of The Children's Society as a child you should visit **[childrenssociety.org.uk/historical-abuse-complaints-policy](https://childrenssociety.org.uk/historical-abuse-complaints-policy)**

Please visit **[childrenssociety.org.uk/about-us/contact-us/our-apology](https://childrenssociety.org.uk/about-us/contact-us/our-apology)** to get in touch so a member of our specialist team can arrange to make contact with you.

If you'd prefer you can also get in touch by:

**Emailing** [enq@childsoc.org.uk](mailto:enq@childsoc.org.uk)

**Calling** 0203 282 3725 (9 to 4pm weekdays)

**Writing to** PAC Team, Edward Rudolf House, 69–85 Margery Street, London WC1X 0JL

- If you are a member of the public or a supporter of The Children's Society and wish to make a complaint, you can get in touch by:

**Emailing** [supportercare@childrenssociety.org.uk](mailto:supportercare@childrenssociety.org.uk)

**Calling** 0300 303 7000 (9 to 5pm weekdays)

**Writing to** Supporter Care, The Children's Society, Edward Rudolf House, 69–85 Margery Street, London WC1X 0JL

## What happens when I make a complaint?

Whenever you make a complaint – either verbally or in writing – it will be logged and monitored in a central register which is held by our Company Secretariat team.

Where possible, your complaint will be resolved swiftly and informally by the relevant team, by staff who provide the service locally, or in the relevant area of work. We aim to respond to complaints within 24 hours and we make sure we log them, and learn from them, at a national level.

If your complaint regards a young person using our services, a member of our specialist team will contact you.

If your complaint raises unaddressed concerns about a young person's safety or well-being, we will suspend the complaints process and deal with these issues immediately.

## What happens if I'm not satisfied with the outcome of my complaint?

If your complaint is not resolved to your satisfaction within 24 hours, within five working days we will:

- Invite you to discuss the complaint either in person, or by an appropriate means of communication (email, phone etc).

Within 10 working days we will:

- Investigate your complaint and ensure the findings and conclusions of the responsible manager are sent to you in writing.
- Provide you with details of how to appeal if you are unhappy with the outcome.

## Can I appeal the outcome of my complaint?

Yes you can. If you're unhappy with the result of your complaint and want to appeal, you should put the reasons for your dissatisfaction in writing within five working days of receiving notification of your complaint's outcome.

Once you have done this, within three working days of the receipt of your appeal request:

- The relevant Director will consider whether there is a basis for appeal and if a further review is required.
- If the relevant Director considers there is no basis for an appeal the decision and the reasoning behind it will be communicated to the complainant.

Within 10 working days of the receipt of the appeal request:

- If the relevant Director accepts that there is a basis for appeal, a senior manager will be appointed to consider the appeal.
- The manager considering the appeal will invite you to discuss the complaint either in person or by telephone.
- Following the discussion with you, the manager considering the appeal will reach a conclusion based on what they have heard and their review of any relevant documentation. Their conclusions will form the basis for the decision to either reject your appeal, or to uphold it and suggest an appropriate course of action.
- The manager's decision, including the findings and conclusions which led to that decision, will be provided to you in writing.
- Details will be provided to you about how to make a final appeal if you are still unhappy with the outcome.

## What happens if I'm unhappy with the outcome of my appeal?

If you're still unhappy then you can register this in writing within five days of your notification of the appeal outcome.

Once you've done this, within 10 working days:

- Your final appeal will be considered by the Chief Executive or his/her delegated representative – if the complaint relates to the Chief Executive, a member of the Board of Trustees will be asked by the Chair of the Board to consider the appeal.
- The final appeal stage will reconsider the original complaint and the way in which The Children's Society complaints policy and procedure was applied.
- The Chief Executive (or delegated representative) considering the appeal will review all records relating to your earlier complaint, and may wish to meet with you and any member of staff before reaching a decision.
- You will then receive the outcome of the final appeal in writing – it may either uphold the decisions and actions taken, or identify and offer to implement an alternative way to resolve matters.

## Is there anything else I can do?

If you are a supporter of The Children's Society and you're still unhappy with the outcome four weeks after making your initial complaint, you may refer the complaint to the Fundraising Regulator by visiting [fundraisingregulator.org.uk](https://www.fundraisingregulator.org.uk)

If you're still dissatisfied after you've made a final appeal, you can contact The Charity Commission at [gov.uk/complain-about-charity](https://www.gov.uk/complain-about-charity) and they may be able to take steps to help you resolve your grievance.