

# Comments, Compliments and Complaints, about Services for Children, Young People and Families

We want to hear from you about our services



LONDON BOROUGH OF  
**HARROW**

This leaflet is for you if:

- you are looked after by Harrow Council
- you are receiving services from the Council because you are a child or young person in need
- you are leaving care; or
- you are the parent, guardian or carer of a young person as named above

You can tell us if you have something to say about our services or if you want to make a complaint.

### **Is there someone you can trust?**

A relative, teacher, social worker, or an advocate?

Try talking to them about your problem.

Talking to someone you can trust often helps.

### **What do advocates do? They can:**

- speak up for you & support you
- help to make sure that your views are heard
- help you make a complaint
- give you free and confidential advice

If you would like advocacy support, please contact the:

Complaints Team or Coram Voice Advocacy. Their details are listed under **Helpful Contacts** below.

## Making a complaint

You can do this by yourself or someone you trust can contact us on your behalf. Please make it clear you are making a complaint.

You can contact the Complaints Team in the following ways:

Give your feedback or make a complaint, by using our **online form**: Go to **[www.harrow.gov.uk](http://www.harrow.gov.uk)**

**By Post**: Harrow Council Hub, Forward Drive, Harrow, HA3 8NT

**By Email**: [complaints.adultsandchildrens@harrow.gov.uk](mailto:complaints.adultsandchildrens@harrow.gov.uk)

**Request a call back from the complaints team** by contacting Access Harrow: Tel: 020 8901 2680

Often, issues can be resolved quickly by speaking to a member of staff, but it is always your right to make a complaint at any point.

## Time Limit

We may decide that your complaint cannot be investigated if it is over 12 months old, but we will always consider each complaint carefully, before we make a decision.

## There are three stages to the complaint procedure:

**Stage 1** (Local Resolution) If your complaint is simple, you should receive a letter about your complaint from a manager within 10 working days. If your complaint is complicated, the Council will aim to answer within 20 working days, but it may take longer, for example, if you need an advocate.

Mediation: We will sometimes offer a meeting with a manager and a member of the Complaints Team. A face to face meeting is often helpful to resolve a matter. You don't have to go to one of these but talking directly to the people concerned can often sort out the problem. You can still have your complaint considered at stage 2 of the complaints process, after this meeting if you want to.

**Stage 2** (Investigation) If you are unhappy with the response at stage 1, you can ask for a further investigation (by someone independent) by contacting the Complaints Team. The Council will then aim to write to you within 25 working days and 65 working days, depending on how complex it is.

**Stage 3** (Review Panel) If you are still unhappy after Stage 2, you can ask for a Review Panel of 3 people who do not work for the Council to look at your complaint. This Panel will not investigate but will review the stage 2 investigation and findings. If you decide to progress your complaint to stage 3, you must inform the Complaints Team within 20 working days of receiving the stage 2 response.

## **What if I'm still unhappy after a Review Panel?**

You can ask the Local Government & Social Care Ombudsman to look at your complaint. This is a free and independent service. You can contact:

Local Government & Social Care Ombudsman:

PO Box 4771, Coventry, CV4 0EH

Tel: 0300 061 0614 (Advice line 8.30am – 5.30pm)

Web: [www.lgo.org.uk](http://www.lgo.org.uk) Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

## **What does the Complaints Team do?**

The Complaints Team makes sure that your complaint is looked into properly and fairly. We will sometimes telephone you when we receive your complaint to talk it through with you and make sure we know what it is you want to happen. We will always try to sort out any problems with the team who look after your care.

### **If you make a complaint, we will:**

- listen to you and take you seriously
- try to put things right for you if something has gone wrong.

It is your right to make a complaint and you should not be treated differently if you do. If you feel that you have been treated unfairly as a result of making a complaint, please speak to the Complaints Team.

**We aim to learn from our mistakes to improve our services.**

## Helpful contacts:

### **Coram Voice Advocacy**

Web: [www.coramvoice.org.uk](http://www.coramvoice.org.uk)

Email: [info@coramvoice.org.uk](mailto:info@coramvoice.org.uk)

Tel: 0808 800 5792

### **Harrow Family Information Service**

Email: [fis@harrow.gov.uk](mailto:fis@harrow.gov.uk)

Tel: 020 89012690 (option 2)

### **HeadsUp**

Email: [headsup@mindinharrow.org.uk](mailto:headsup@mindinharrow.org.uk)

Tel: 0208 5157853

### **Harrow Citizens Advice Bureau**

Web: [www.citizensadviceharrow.org.uk](http://www.citizensadviceharrow.org.uk)

Tel: 08082505705

### **Childline**

Web: [www.childline.org.uk](http://www.childline.org.uk)

Tel: 0800 1111

### **Children's Commissioner**

Web: [www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk)

Tel: 0800 528 0731

### **Local Government & Social Care Ombudsman**

Web: [www.lgo.org.uk](http://www.lgo.org.uk)

Tel: 0300 061 0614

# Comments, Compliments and Complaints

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Please tell us what you would like to happen to resolve your complaint

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If you need more space to write, please continue on a separate page.

If you would like a reply, please tick this box

and add your name & address:

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Tel No: \_\_\_\_\_ Date: \_\_\_\_\_

When completed please forward to: Complaints Team, Harrow Council Hub,  
Forward Drive, Harrow, HA3 8NT. Please supply any supporting evidence.



Please contact the complaints team for a large print version of this document, or a summary of this document in your language. This leaflet can be provided in a different format to assist you. For example, a summary of this document can be provided in your language, in print, braille etc.

**Nëqoftëse gjuha Angleze nuk është gjuha juaj e parë,  
dhe keni nevojë për përkthimin e informatave të  
përmbajtura në këtë dokumentë, ju lutemi  
kontakttoni numërin dhënë.**

**Albanian**

إذا كانت الانجليزية ليست لغتك الأولى وتحتاج لترجمة معلومات هذه الوثيقة، الرجاء الاتصال على رقم

**Arabic**

যদি ইংরেজি আপনার মাতৃভাষা না হয় এবং আপনি যদি এই প্রচারপত্রের তথ্যগুলোর অনুবাদ পেতে চান তাহলে যে টেলিফোন নম্বর দেওয়া আছে সেখানে দয়া করে যোগাযোগ করুন।

**Bengali**

如果你主要說用的語言不是英語而需要將這份文件的內容翻譯成中文，請打註明的電話號碼提出這個要求。

**Chinese**

اگر انگلیسی زبان اول شما نیست و شما نیاز به ترجمه اطلاعات موجود در این مدرک را دارید، لطفاً با شماره داده شده تماس بگیرید

**Farsi**

**Gujarati**

જો ઈંગ્લિશ તમારી પ્રથમ ભાષા ન હોય અને આ દસ્તાવેજમાં રહેલ માહિતીનો તરજૂમો (ટ્રાન્સલેશન) તમને જોઈતો હોય તો કૃપા કરી જણાવેલ નંબર ઉપર ફોન કરો

**Hindi**

यदि आपको अंग्रेज़ी समझ नहीं आती और आपको इस दस्तावेज़ में दी गई जानकारी का अनुवाद हिन्दी में चाहिए तो कृपया दिए गए नंबर पर फोन करें।

**Punjabi**

ਜੇ ਤੁਹਾਨੂੰ ਅੰਗਰੇਜ਼ੀ ਸਮਝ ਨਹੀਂ ਆਉਂਦੀ ਤੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿਚ ਦਿੱਤੀ ਗਈ ਜਾਣਕਾਰੀ ਦਾ ਤਰਜਮਾ ਪੰਜਾਬੀ ਵਿਚ ਚਾਹੀਦਾ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਦਿੱਤੇ ਗਏ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ।

**Somali**

Haddii Ingiriisku uusan ahayn afkaaga kooraad aadna u baahan tahay turjumidda xog ku jirta dokumentigan fadlan la xiriiir lambarka lagu siiyey.

**Tamil**

ஆங்கிலம் உங்கள் தாய்மொழியாக இல்லாதிருந்து இப்பத்திரத்திலிருக்கும் தகவலின் மொழிபெயர்ப்பு உங்களுக்கு தேவைப்பட்டால் தயவுசெய்து தரப்பட்ட தொலைபேசி எண்ணில் தொடர்பு கொள்ளவும்.

**Urdu**

اگر انگریزی آپ کی مادری زبان نہیں ہے اور آپ کو اس دستاویز میں دی گئی معلومات کا اردو ترجمہ درکار ہے، تو براہ کرم مجھے گئے نمبر پر رابطہ کریں۔