

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

‘We aim to learn  
from our mistakes  
to improve  
our services’



**This leaflet is for you if:**

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

In any large organisation, things can go wrong but if we don't know there is a problem we can't help you. So we can only make things right if you tell us.

## **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? An advocate can:**

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

If you would like advocacy support please contact the Complaints Service.

## Making a complaint

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

You can also contact the Complaints Service yourself directly at:

**Complaints and Information Request Team**

**PO Box 7, Harrow Council**

**Civic Centre, Harrow HA1 2UL**

Freephone: 0800 136 104 or direct dial 020 8424 1578

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

Textphone: 020 8424 1503 (for people with hearing difficulties)

Text: 0758 446 4628

Fax: 020 8736 6882

For further information about complaints or to complete a complaint form on line go to: **[www.harrow.gov.uk](http://www.harrow.gov.uk)**

Many people find that issues can be resolved by speaking to or meeting with a manager of a service but it is always your right to make a complaint at any point.

## Time-limits

We don't normally look into complaints about things that happened over a year ago.

## There are 3 stages in the complaints 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 if you need an advocate.

**Mediation:** We will sometimes offer a meeting with a manager and a member of the Complaints Service. A face to face meeting is often successful. You don't have to go to one of these but talking directly to the people concerned can often sort out the problem. The best thing is you can still go to stage 2 of the complaints process after this meeting if you want to.

**Stage 2** (Investigation) If you are unhappy with the answer you get at stage 1; if mediation hasn't worked or you think it is taking too long you can ask for a further investigation (by someone independent of direct line management) by speaking or writing to the Complaints Service. The Council will then aim to write to you within 25 working days (or 65 working days if it is complicated).

**Stage 3** (Review Panel) It is very rare that an independent investigation or mediation is not successful. However, 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 again but will decide if the investigation and the results were fair. If you want to go to stage 3 of the complaints process you must inform the Complaints Service 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 Ombudsman to look at your complaint. Please be aware that he only usually considers a complaint if it has already been through the Council's complaints procedure first. He decides if there are good reasons to look at your complaint again: You can contact him at: Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH  
Tel: 0300 061 0614 (Advice line 8.30am – 5.30pm)  
Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

## What does the Complaints Service do?

The Complaints Service 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 any differently if you make a complaint. If you feel you have been treated unfairly as a result of making a complaint please speak to the Complaints Service.**

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

## Useful Telephone Numbers:

### **Complaints and Information Request Team**

**direct dial:** 020 8424 1578:  
**or freephone:** 0800 136 104

**Harrow Children with Disabilities Service:** 020 8966 6481

**Harrow Special Needs and Review  
(SENAR):** 020 8966 6483

**Harrow Emergency Duty Social Work Team  
(Out of hours emergencies only):** 020 8424 0999

**ContinYou Harrow Parent Partnership  
Service (CHAPPS)** 020 8861 5605

**Childline (24 hour):** 0800 1111

**Ofsted:** 0300 123 1231

**ACE Advisory Centre for Education  
(Monday to Thursday 10am – 1pm)** 0808 800 5793

**For existing Service Users, please contact  
your allocated worker via their direct dial  
number. If you are unsure please call  
Access Harrow on:** 020 8901 2620

**Children's Access Team (CAT)  
(For all new contacts & referrals &  
incorporating the Family Information  
Service):** 020 8901 2690

# 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 and Information Request Team,  
PO Box 7, Harrow Council, Civic Centre, Harrow, Middx, HA1 2UL  
*Please supply any supporting evidence.*



Please call the number below 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.

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

**Arabic** اذا كانت الانجليزية ليست لغتك الاولى وتحتاج لترجمة معلومات هذه الوثيقة، الرجاء الاتصال على رقم

**Bengali** 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।

**Chinese** 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。

**Farsi** 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

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

**Panjabi** 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 koowaad 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 دیے گئے نمبر پر رابطہ کریں۔

Telephone: freephone 0800 136 104 or direct dial 020 8424 1578