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| **COMPLAINTS PROCEDURE FOR CHILDREN** |

At Legacy Youth Care, we want to deliver the highest service of care, which applies to young persons and their families. Listening to the views of young people in our care regarding care they receive and the staff that deliver their care helps us to put things right and improve our services for the future, so your comments, compliments, complaints and suggestions are highly important and always welcome.

## ****Who can make a complaint?****

* A young person who receives or had received a service provided by Legacy Youth Care
* A person who is affected, or likely to be affected, by our actions, omissions or decisions
* A person acting on behalf of a person described above who: is unable to make the complaint themselves because of lack of physical or mental capacity
* Has asked that person to act on their behalf (written and signed consent is required for this)
* You can also call [Barnardo](https://www.derbyshire.gov.uk/council/complaints/ombudsman/local-government-ombudsman.aspx)’s on 0247 637 25 96 who will act as your advocate and help you to make your complaint.

If you are not happy with the response received, you can contact the Local Government and [Social Care Ombudsman](https://www.lgo.org.uk/how-to-complain).

\*The Ombudsman is an independent person who investigates many types of complaints about local councils, The Ombudsman will usually only consider a complaint after we have considered it under our complaints procedure.

**HOW TO MAKE A COMPLAINT**

We want you to tell us if you are not happy with the way you are looked after.

We want you to tell us if you have any other worries or complaints. Telling us helps to make sure we get it right.

We will listen and try to make sure you feel okay about how we deal with what you tell us. You will not be punished or made to feel bad for complaining.

To help us get it right, we will need to know what you want to happen to make everything all right again.

* 1. Firstly, you need to speak to the care worker, social worker, shift leader, home manager, independent review officer, or any other responsible adult about the service you are unhappy with. They may be able to put things right if something has gone wrong and resolve your complaint informally.
  2. Secondly, if matters cannot be resolved informally, depending on your complaint, we have prepared a form for you to fill in and explain your concers and complaint.

There are lots of different ways you can tell us you’re not happy about something.

1. Tell an adult who will listen and fill in a Complaints Form. (These are kept in the manager’s Office) and on the shelf in the dining room.
2. Fill in a Complaints form yourself, or ask an adult to help you.
3. Write it down or draw a picture of it and give it to an adult.
4. There is a Complaints form on our company’s website: <https://www.legacyyouthcare.com/make-a-complaint>. You can fill in the form there and it will be sent to the HR staff.

**Complaint form for children and young people**

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| Your name:  Date: |

**Please tell us about:**

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| What are you unhappy about? |
| Who are you complaining about? |
| What happened? |
| How did it start? |
| Is there anything else you wish to say? |

Child’s signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Staff signature:\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_

Date: ­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Staff name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_