

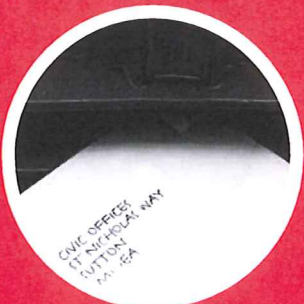


COMMENTS, COMPLAINTS, COMPLIMENTS FORM

Sutton's Children and Family Services

take part, take pride





Sutton's Children & Families Services

Sutton Council aims to build a community in which we can all take part and take pride and we really value your feedback.

Tell us if you are unhappy with a service so that we can put things right for you. Also tell us when we do something well or if you have a suggestion. We want to improve our service for everybody.

Do you have a complaint about the service you get or have you been refused a service?

If so, the first thing to do is talk to the person you normally speak to. Often they can sort out the problem for you.

Not happy with their answer?

If you cannot talk about it to this person or their manager, you can tell the Complaints Manager. You can use the form at the back of this leaflet.

Complaints Manager
(Children's Services)
Civic Offices
St Nicholas Way
Sutton
SM1 1EA

Tel 020 8770 4946
Fax 020 8770 4551
Web www.sutton.gov.uk

This leaflet **Sutton's Children & Families Services** helps you give comments, complaints or compliments about these services:

- Adoption & Permanence
- Children with Disabilities
- Crèche & Day Care (under 8's)
- Community Family Support at Thornton Rd
- Early Intervention & Prevention Service (EIPS)
- Emergency Duty Team
- Family Support Care Planning
- Fostering Team
- Joint Adolescent Services (JAS)
- Leaving Care (LAT)
- Looked After Children (LAC)
- Quality & Performance (including Child Protection)
- Referral & Assessments (RAS)
- Referral & Assessment St Helier Hospital
- School Family Support Service
- Sutton Family Centre & Therapy Services
- Umbrella Service
- Youth Offending Team (YOT)

Who can help you?

- a friend
- a neighbour
- a relative
- your doctor
- your carer

- your personal assistant
- a Counsellor, or
- a Member of Parliament

but this person will need your written permission to act for you.

You can also get help from

Citizens Advice Bureau

Tel 020 8405 3552
Web www.suttonadvice.org.uk

Advocacy Partners

Tel 020 8330 6644
Web www.advocacypartners.org

Are you a young person?

If you are under 18, you can get help from Jigsaw4U.
Their staff will help you tell us about your complaint:

Jigsaw4U

40 Mill Green Road
Mitcham
CR4 4HY

Tel 020 8687 1384
Email jigsaw@care4free.net
Web www.jigsaw4u.org.uk

What can you expect from us?

- **We will take your complaint seriously**
- **We will sort out your complaint quickly and fairly**
- **We will tell you how long our investigations will take**
- **We will apologise if we have done something wrong and tell you how we will put things right**
- **We will keep all information about you confidential**

What happens next?

Stage 1 Local Resolution

Within 2 working days we will write to tell you we have your letter and pass it to the right service area.

Within 10 working days an officer will answer you or tell you if it will take longer to sort out your complaint. This officer may also want to talk to you about your complaint.

Please note that we will usually only look at complaints about something which happened in the last 12 months.

Stage 2 Investigation

If for any reason you are not happy with the outcome, please write to us within 20 working days telling us why you are not happy and what part of your complaint you feel has not been answered.

A senior officer or an independent investigator who has not been involved in your case before, will look at your complaint. Once the points to be investigated have been agreed, this person will write a report within 25 working days or tell you why it will be longer.

The Executive Head of Services will then write to you and send you a copy of this report.

Stage 3 Panel Review

If you are still not happy, you can tell the Complaints Manager (contact details on page 1) within 20 working days and ask for a panel review of your complaint.

The panel will be made up of independent people who are not employed by the London Borough of Sutton. We will give you 10 working days' notice of the date of this review. You can

choose to come to the review and you can bring a friend or other representative to help you. You may prefer not to attend but give the panel all the information in writing.

Once the panel has completed the review, it will tell you and the Strategic Director within 5 working days of their decision and any recommendations. The Strategic Director will let you know, within 15 working days, if the panel's recommendations will be carried out.

What if you are still not happy?

You can at any time ask the Local Government Ombudsman to help. The Local Government Ombudsman is a free, independent national service that investigates complaints against councils.

The address and telephone numbers are:

Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

Tel 0845 602 1983 (Mon-Fri 8.30am to 5pm)
Email advice@lgo.org.uk
Web www.lgo.org.uk
Text You can also text 'Call back' to 0762 480 4323

The ombudsman has a leaflet called **Complained to the Council? Still not satisfied?** You can get a copy by writing to the address above or telephoning them. You can also download it from the ombudsman's website.

If you have an question about the Local Government Ombudsman's service you can telephone their Adviceline on 0845 602 1983.

Comments, complaints and compliments form

Please use CAPITAL letters. When you have filled out the form, please post it to the address on page 1 or hand it in to Civic Offices.

I would like to make a:

Comment ☐

Complaint ☐

Compliment ☐

Title (Mr/Mrs/Ms/other)

First name

Last name

House Number

Street

Town

Post Code

Telephone Number

Do you have an email? If so, please write the address here

If you are not the person receiving the service you will need their written permission to act for them.

If you are making a complaint, we want to deal with it quickly.
Please give us as many details as you can, such as:

What do you think went wrong?

When did the problem start?

How has it affected you?

What would you like us to do to put it right? Or tell us your comment
or compliment.

Help us to help you by giving us dates, the names of staff or a copy of
the letters you have to support your concern.

If you would like this document in another language or format please tick the box and fill in your name and address below.

إذا كنت تريد الحصول على نسخة من هذه الوثيقة بلغة أخرى أو بشكل آخر،
فيرجى وضع إشارة في الخانة وتقديم اسمك وعنوانك أدناه.

☐ Arabic

আপনি যদি এই নথিটিকে অন্য ভাষা বা ফরম্যাটে পেতে চান, বক্সে টিক দিন
এবং নীচে আপনার নাম ও ঠিকানা পূরণ করুন।

☐ Bengali

倘若你需要本檔以另一種語言或格式提供，
請在所需要的語言或格式上打✓ 並在下面填寫你的姓名和住址

☐ Cantonese

اگر این سند را به زبان دیگر یا شکل و فارمت دیگر می خواهید، شکل
کنار را نشانی نموده نام و آدرس خویش را در زیر بیان دارید.

☐ Dari

Si vous voulez ce document dans une autre langue ou un autre format,
veuillez cocher la case et indiquer vos nom et adresse ci-dessous

☐ French

이 문서를 다른 언어나 양식으로 원하실 경우, 네모 칸에 "✓" 표시를
하고 아래에 이름과 주소를 적어 주십시오.

☐ Korean

Heke vê mijarê bi zimanekî din yan şiklekî din dixwazîn,
li baska rûbirû da nîşan bikin û nav û nîşana xwe li jêr da binvîsin.

☐ Kurdish
Kurmanji

ئەگەر تەنم بابەتەکان بە زمان یان فۆرماڵێکی تر دەوێت، لەو پاکسە
روویەر وودا نیشانەتەکی تەک لێدەن و ناو و ناوێشانتان لەو بەشەدا خوارمەدا بنووسن.

☐ Kurdish
Sorani

如果你需要本文件以另一种语言或格式提供，
请在所需要的语言或格式上打✓ 并在下面填写你的姓名和住址

☐ Mandarin

که دا سند په کوم بله ژبه او فارمت غواړئ، شکل ته نشانی و اچوئ
او خپل نوم او پته په لاندې ډول ولیکئ.

☐ Pashto

Jeżeli chciałbyś otrzymać ten dokument w innym języku lub formacie
zaznacz kwadrat i wpisz swoje nazwisko oraz adres poniżej

☐ Polish

நீங்கள் இந்த ஆவணத்தை வேறொரு மொழியில் அல்லது
வடிவில் விரும்பினால் தயவு செய்து பெட்டியில் டிக் செய்து
உங்கள் பெயர் மற்றும் முகவரியை கீழே நிரப்பவும்.

☐ Tamil

اگر آپ کو یہ دستاویز کسی دوسری زبان یا شکل میں درکار ہو تو اس پاکس پر
نشان لگائیں اور ذیل میں اپنا نام اور پتہ درج کریں۔

☐ Urdu

Many publications can be
downloaded directly from our
website www.sutton.gov.uk

☐ Braille

☐ Large
print

☐ Audio
format

Name: _____

Address: _____

Postcode: _____

Telephone No: _____

Please return the form to:

London Borough of Sutton

Civic Offices

St Nicholas Way

SUTTON SM1 1EA

Publication Title: **Sutton's Children & Family Services**

June 2009



Comments



Complaints



Compliments