

Something to say about Family Services?

**We want to hear your
Comments Compliments Complaints**

**Do you have an
idea about how
we can improve?**

**Do you have a
problem that we
need to fix?**

It's important that you tell us about something we've done wrong – if we don't know about it, we can't fix it. It's just as important to tell us the things we've done well, so that we know to keep doing it!

**Have we done
something well and
you'd like to say
thanks?**



Who can help me contact you?

You can ask your social worker, foster carer, key worker or any adult you trust for help making your complaint.

If you are a child in care or a care leaver or have a Child Protection Plan, you can ask for an advocate to help you. You can ask your allocated worker, your reviewing officer, or the Complaints Team to help put you in touch with an advocate.

What will happen to my complaint?

If there's something that you're unhappy with, you can speak to a member of staff, or ask for their manager's details. If you're unsure about who to contact, you can contact the Complaints Officer, who can put you in touch with the right person.

Often, the best way to resolve things quickly is for you to talk it through with a manager to agree a way forward. The manager may offer to have a telephone discussion or face to face meeting to resolve the points of your complaint.

If you decide to send a complaint, the Complaints Team will let you know that they have received it, and then a manager will investigate and will write you a response within 10 working days. If you don't feel that the manager has resolved your complaint, you can discuss with the Complaints Team how to escalate it.

How can I send a comment, compliment or complaint?

You can:

- Email via **FScomplaints@barnet.gov.uk** or **FScompliments@barnet.gov.uk**
- Phone on **020 8359 7008**
- Fill in the webform at **www.barnet.gov.uk/family-ccc**
- Write to: **Family Service Complaints Officer, Barnet Council, 2 Bristol Avenue, Colindale, NW9 4EW**