

Complaint & Talk Back Book

for children and
young people



Your feelings and your ideas matter to us.

We want to listen to you.

- You have the right to be heard
- You have the right to say what you think and how you feel
- Your views and feelings count

We want you to tell us if:

- You are not happy about the service you have had from us or how we have worked with you
- You have some ideas about how we could make things better at St. Francis' Children's Society (SFCS)
- There are things at SFCS you think are good – so that we can try to have more of them

What can I do if I am unhappy with something at SFCS, or with what is happening to me?

- You can speak to your social worker and tell him or her how you feel
- You can speak to someone else at SFCS
- You can ask your parent, friend, teacher or someone else to speak to us for you

When should I complain?

- If someone has told you that something would be done and it hasn't happened, or it has taken too long
- If a social worker or someone else has treated you unfairly
- If you have been told that you cannot have help or use a service for children

What will happen?

- We will listen to what you have to say
- We will tell you what we can and can't do
- We will try to put things right, if that is possible

What if I am still unhappy?

You can contact the Representations Officer at SFCS in the following ways:

- By **telephone** on 01908 572700
- By **email** at enquiries@sfcs.org.uk
- By **post** at SFCS, Collis House, 48 Newport Road, Woolstone, Milton Keynes MK15 0AA

What will happen?

- The Representations Officer will listen to your complaint
- They will write to you within five days to let you know what is happening
- They may ask an Independent Person (someone who has a special job of listening to children and young people) to listen to your complaint
- After that person has looked at your complaint they will tell SFCS what they think should happen
- We will tell you what they say, and tell you what we can and cannot do to make things as right as possible



Your privacy

Your privacy is very important to us. On our website you will find our Privacy Policy. This tells you what information we hold about you, why we have it and how we use it. You can read this policy here: www.sfcs.org.uk/privacy-policy

If you need extra help or want to talk to someone else, you can contact the following organisations:

Ofsted

T: 0300 123 1231

E: enquiries@ofsted.gov.uk

W: www.ofsted.gov.uk

National Youth Advocacy Service

Freephone: 0808 808 1001

E: help@nyas.net

W: www.nyas.net

Coram Voice

T: 0808 800 5792

E: help@coramvoice.org.uk

W: www.coramvoice.org.uk

Children's Commissioner for England

T: 020 7783 8330

W: www.childrenscommissioner.org.uk

ChildLine

T: 0800 1111

W: www.childline.org.uk

Coram Children's Legal Centre

T: 020 7520 0300

W: www.childrenslegalcentre.com

TALKadoption

T: 0800 0568 578

E: actionline@afteradoption.org.uk

W: www.afteradoption.org.uk

If English is not your first language, it may not always be possible for us to work with you as well as we would like to. However, if we cannot do so, we will try to help you find another agency.

**Please remember that you are important
and so is what you say**

My complaint is about:
(Fill in the details here)

Please send this letter to:

Chief Executive Officer, St. Francis' Children's Society
Collis House, 48 Newport Road, Woolstone
Milton Keynes, MK15 0AA