

What will happen to your complaint:

Stage 1: you can make your complaint verbally to a staff member or manager – they may be able to resolve your complaint

Stage 2: you, or someone who is helping you, can write your complaint down and give it to a staff member. Your manager should receive your complaint and see you about it to try to resolve it

Stage 3: if you are not happy about your manager's response you can complain to the Principal. The Principal will see you and try to resolve your complaint

Stage 4: if you are still not happy with the Principal's response you can tell your social worker, or OFSTED or 'Childline'.

How to Contact People:

Jennifer – 07853852519
JCollighan@clovellyhouse.co

Fiona – 01455 828003
manager@clovellyhouse.co

Taking things further:

Leicestershire Police – 999

NSPCC – 0808005000
help@nspcc.org.uk

Childline: 08001111
www.childline.org.uk

Your right to complain!



We want everyone at Clovelly House to feel safe and cared for.

However, sometimes people get things wrong and, if you are not happy about that then you have a right to complain.

You may want to use this leaflet to help you with your complaint.

