

What will happen to your complaint:

Stage 1: you can make your complaint verbally to a staff member or Juliette – 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. Juliette should receive your complaint and see you about it to try to resolve it

Stage 3: if you are not happy about Juliette's response you can complain to Jennifer. She will see you and try to resolve your complaint

At any stage, if you are not happy with the response you can tell your social worker, or OFSTED or 'Childline'.

How to Contact People:

Jennifer – 07853852519
JCollighan@clovellyhouse.co

Ethan or Nik – 01455 821253
Schoolhead@clovellyhouse.co

Taking things further:

Leicestershire Police – 999

NSPCC – 0808005000

help@nspcc.org.uk

Childline: 08001111

www.childline.org.uk

OFSTED:

0300 123 1231

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.

- * Listen to your views, wishes and feelings
- * Take what you say seriously
- * Ensure you understand what people are saying
- * Help you to say what you want to say
- * Make sure people listen to you
- * Help you know your rights and find information
- * Help you to feel safe
- * Not discriminate against you in any way
- * Get back to you as quickly as we can to help resolve your complaint
- * Use what you say to help improve our care for you

We need to know what is wrong so
we can try to make it better

* try to put things right

* perhaps give you an apology

* learn from the mistake so that we don't make the same mistake again

Sometimes we may give you a response that you are not happy with. We will try to be fair and we will explain to you why we made these decisions

[illegible]