

COMPLAINTS FORM



We Want to Put Things Right

We are sorry if you feel dissatisfied with any part of our service. We take all concerns seriously and are committed to handling complaints fairly, respectfully, and in a timely manner. Please provide as much information as you can below so that we can investigate your concern fully.

Making a complaint will not negatively affect the care or support provided to any child, young person, or family.

1. Your Details

Full Name: _____

Email Address: _____

Phone Number: _____

I am a (please highlight): Parent / Carer | Young Person | Social Worker | Professional

Other (please specify): _____

If you are making this complaint on behalf of someone else, please provide their name and your relationship to them:

2. Details of the Complaint

Name of child or young person involved (if applicable):

Date(s) of incident or concern (if known):

Where did this happen? (please highlight):

Placement

Outreach Support

Transport

Other (please specify): _____

COMPLAINTS FORM



Please describe what happened:

3. What Outcome Are You Seeking?

Please tell us what you would like to happen as a result of this complaint (for example: explanation, apology, meeting, review of decision, other):

4. Supporting Information

If you have any documents or additional information that may support your complaint, please attach them when submitting this form or list them below:

5. Declaration

I confirm that the information I have provided is accurate to the best of my knowledge.

Signature: _____

Date: _____

COMPLAINTS FORM



What Happens Next?

We will acknowledge receipt of your complaint within 2-3 working days. A full response will normally be provided within 10 working days. If we need more time to investigate, we will keep you informed.

If you are not satisfied with our response, you will be advised of the next stage of the complaints process in line with our Complaints Policy.