

What's on your  
mind?



## Children's Social Care

How to tell us what we've got right or wrong



THE LONDON BOROUGH

# Is this guide for me?

This guide is for every child who receives care or support from the Council's Children's Social Care services.

So, if you:

- live with a foster carer or in a children's home
- are being helped by a social worker or support worker
- care for someone who depends on you

This guide is for you!

## I'm unhappy, what can I do?

Tell someone you trust. This might be your social worker, support worker, parent, family friend, foster carer, teacher or another adult at your review.

We know it can be hard to talk about your worries, but if you tell someone, they can start to make it better for you.

You might feel that you can't talk to your social worker or carer, or that you have tried but things still aren't getting sorted.



If this is the case, you can contact our **Customer Engagement and Complaints Team**

**020 8461 7644**

[cypsocialecomplaints@bromley.gov.uk](mailto:cypsocialecomplaints@bromley.gov.uk)

[www.bromley.gov.uk/complaints](http://www.bromley.gov.uk/complaints)

An Advocate is an independent adult who can help and support you to have your opinions and views heard by the people that make decisions about them.

**0345 310 1812** [www.advocacyforbromley.org](http://www.advocacyforbromley.org)

# What will happen next?

## Step 1,

- We will talk with you about what you are feeling unhappy about
- We will talk to the people involved
- A manager will write to you within ten working days to tell you about what is going to happen

This will include whether they agree with your complaint and what they are going to do about it

Most problems are sorted out at this stage but if you aren't happy with what they say, tell our Customer Engagement and Complaints Team. They will help you move onto Step 2

## Step 2,

- We will ask someone not involved with your care to look into your complaint
- Another independent person will also be involved to make sure that the investigation is carried out properly
- These people may want to meet with you to be sure they have understood your complaint
- They will write a report and make suggestions to help sort out your problem

If you are not happy with the answer, you can take your complaint to Step 3

You can also tell us that you're happy with us!

We love hearing about good experiences as well.

It's nice to be able to tell the staff who have been working with you when they have done a good job.

We might also be able to use what you tell us to help other children.

## Step 3,

- We will ask three people who do not work for the Council to look into how we have managed your complaint
- You will be invited to attend a meeting with these people, called a Complaints Review Panel, to talk about your complaint - you can bring someone to support you on your behalf
- After the meeting, they will tell us what they think should happen

## Useful information

To contact the Customer Engagement & Complaints Team:

- [cypsocialcarecomplaints@bromley.gov.uk](mailto:cypsocialcarecomplaints@bromley.gov.uk)
- 020 8461 7644
- [www.bromley.gov.uk/complaints](http://www.bromley.gov.uk/complaints)

---

### Advocacy for Bromley

- [www.advocacyforbromley.org](http://www.advocacyforbromley.org)
- 0345 310 1812

### Local Government & Social Care Ombudsman

- [www.lgo.org.uk](http://www.lgo.org.uk)
- 0300 061 061

### NSPCC & Childline

- [www.nspcc.org.uk](http://www.nspcc.org.uk)
- [www.childline.org.uk](http://www.childline.org.uk)
- 0800 1111

*Produced by:*

Strategy, Performance and Engagement  
**LONDON BOROUGH OF BROMLEY**  
Civic Centre, Stockwell Close,  
Bromley BR1 3UH

