

# CAROLE CLARK

is the Children's  
Complaints Manager  
for Islington

You can write to her at:

FREEPOST  
CHILDRENS COMPLAINTS,  
3 Elwood Street,  
London  
N5 1EB



You do not need a stamp to send a letter to Carole. Don't forget to include your name, address and/or contact phone number so that Carole can get back to you. She'll reply within 3 days.

## If you prefer you can:

- **phone** on **0800 408 0400** which is free from landlines only including phone boxes
- **fax** on **020 7354 9742**
- **e-mail** her at **carole.clark@islington.gov.uk** or,
- **childrensocialcare.complaints@islington.gov.uk**

You may not want to make a complaint about your own case but to tell us about something so that other children will not experience the same thing in future.

You can do this without giving your name by contacting the Children's Complaints Manager or CAIS

Your suggestions may help other children and young people



This leaflet is based on a winning design following a competition arranged by **CAIS** that was open to all Looked After Children & Young People

November 2005

## want to **COMPLAIN?**

information for looked after children & young people

This leaflet explains how to make a complaint if you are looked after

 ISLINGTON

here's  
how >>

**if...**

you think you've been treated unfairly

you feel you've been let down

you're concerned about how you're cared for

**then...**

**YOU CAN COMPLAIN ABOUT IT TO US.**  
Tell us and we'll try our best to sort it out.

**we will...**

**TREAT YOUR COMPLAINT SERIOUSLY!**

**Because we want to...**

...know if things are going wrong or you're not happy

...work with you to sort it out

You are entitled to a good service and to be supported if you make a complaint

**here's how...**

**"Talk"**

to your carer, social worker or keyworker

**GO TO THE TOP**

by speaking to the service manager, unit manager or your carer's social worker

Once they know how you feel,

these people can often sort out any problems quickly

But if they don't, you should contact the **Children's Complaints Manager**

If you prefer, you can get an advocate first who will make the complaint for you (have another look under PEOPLE WHO CAN HELP for details of how you do this).

**People who can help:**

- Any member of staff or your carer
- Your unit manager (if you have one)
- CAIS

An advocate can help you to make a complaint and provide support to you while the complaint is investigated. They can attend meetings with you and will be there to talk things through. If you call the Children's Active Involvement Service (CAIS) on freephone **0800 408 0400** (which is free from landlines only including phone boxes) they will arrange for you to have a suitable advocate.

**HELPLINES:** Childline - 0800 11 11 NSPCC - 0808 800 5000