

WHAT TO DO IF YOU WANT TO COMPLAIN

It is your **right** to complain if you are not happy about any part of the service that you get at Pathways. Maybe you feel that you've been treated unfairly, or that you need more help with something. We think it is very important that young people are able to tell us how they feel and that we listen to them. If you want to make a complaint, you can expect us to always treat you with respect, and that we will not take sides unfairly or make you feel wrong for making a complaint.

There are a number of ways you can make a complaint.

STEP 1 - 'Trying to Sort Out the Problem'

Talk to someone at Pathways about your problem, and we will try to help you with it straight away. You can also talk to your Social Worker if you prefer.

We hope that this will be enough, and that we can sort out your problem as quickly as possible.

STEP 2 - 'Making an Official / Formal Complaint to Pathways'

If you talk to Pathways or your Social Worker and you are still not happy, you can make a complaint in writing to the Registered Service Manager of Pathways. There are many ways that you can do this:

- You can write a letter to us, or you can fill out the complaints form at the bottom of this leaflet and send it to us. The address of the office is on the noticeboard in your home.
- You can email us at young.person@ptiuk.org.uk
- You can request a direct meeting with the Registered Service Manager of Pathways.
- You can use our online form to tell us about your complaint. You do not have to give us your name when you fill out this form, but we cannot come back to you and help you to sort out a problem if we don't know who you are.

<https://forms.gle/PVqxtyKe8Raf7LzR9>



If you want help to do this, you can ask someone to help you to write your letter - this could be a teacher, or perhaps a friend. Also, we can get someone from an independent advocacy agency to help you - this is someone who has nothing to do with Pathways or Social Services and will only be there to help you.

The Registered Service Manager of Pathways will look into your problem and try to find out exactly what has happened, by talking to you, Pathways staff and maybe other young people if they need to. They will also send a copy of your letter to your Social Worker and talk to them about your complaint.

When the Manager has talked to everyone about what is happening, they will write a report about the problem and send the report to you, with ideas about how to sort out the problem.

STEP 3 - 'Making a Formal Complaint to Social Services'

If you are still not happy with what the Manager of Pathways suggests, you can make a formal complaint to Social Services. You can ask your Social Worker about how to do this.

'Making a complaint about Social Services'

If you are not happy with the service you receive from Social Services, you have the right to make a complaint which has to be taken seriously. Each Social Services has a different way of doing it so you can ask your keyworker to find out.

'Getting Help to Make a Complaint'

It is important that you find the right help to get your voice heard, and you ask your keyworker or another adult that you trust, like a teacher or youth worker, to help you. You can also get help from **'advocates'** who are people completely independent of Pathways and Social Services and they can help you make a complaint. There are lots of different services, your keyworker can help you to find an advocate near you if you would like one. You can also talk to your Independent Reviewing Officer at the Local Authority that is responsible for you.

Young people who are looked after by Social Services can also contact the Children's Commissioner for England, whose job is to protect the rights of children and support them. They have a support and advice service called Help at Hand, and you or your advocate can contact them directly:

Free phone number: 0800 528 0731



Email: help.team@childrenscommissioner.gov.uk

Online Form: <https://www.childrenscommissioner.gov.uk/help-at-hand/contact/>

PATHWAYS TO INDEPENDENCE COMPLAINTS FORM

Please use this form to tell us about your complaint, or you can write us a letter.

Personal details (we need this information so that we can reply to you)

Full Name: _____

Address: _____

_____ Postcode _____

Contact Phone Number: _____

YOUR COMPLAINT

Please tell us as much as you can about your complaint.

Use extra sheets of paper if you need to.