

Complaints and Representation procedure (England) – Residential Information for young people



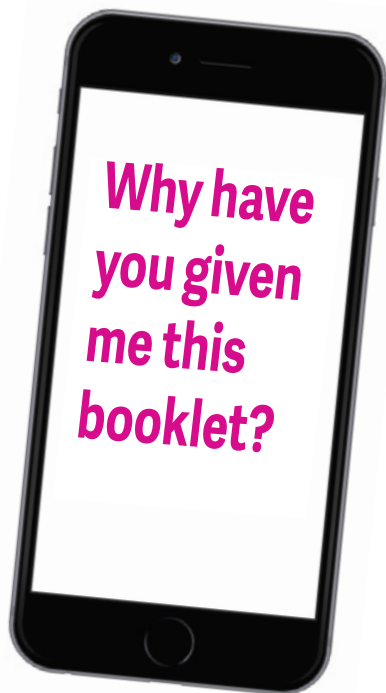
The Together Trust has a set of rules about how children and young people should be looked after. It is important that children and young people are listened to; that they can share their ideas and also tell someone if they are worried or unhappy.

While you are being looked after by the Together Trust we would like to know what you think about the service.

- Speak out!
- Let us know what you think!
- How you think we can improve the service!
- How you think we could help others!

One of the rules for looking after children and young people means that the Together Trust has to have a Complaints and Representation procedure.

This leaflet tells you how to get your problems or complaints sorted and who can help you.



What do I do?

Informal Stage

Any concerns/issues you may have will be treated seriously. The best way to sort them out is to talk to somebody about them. Often explanation and discussion will resolve many concerns/issues. You can choose who to tell, but talking to a member of staff is usually the quickest and best way to sort things out.

Stage 1

If you feel things are not sorted or you are unhappy with the outcome you will need to know what you can do next. You can ask a family member, social worker, Independent Advocate or member of staff to help you make your complaint.

Your social worker may think that it is better for you to use your Local Authority Complaints Procedure.

Your complaint will be investigated by a person known as an Investigating Officer and you will be told who this person is and what is happening and the outcome.

Stage 2

If you used the Together Trust's procedure and you feel that your complaint has not been sorted then your complaint will go to a panel of three people, one of these people must be independent.

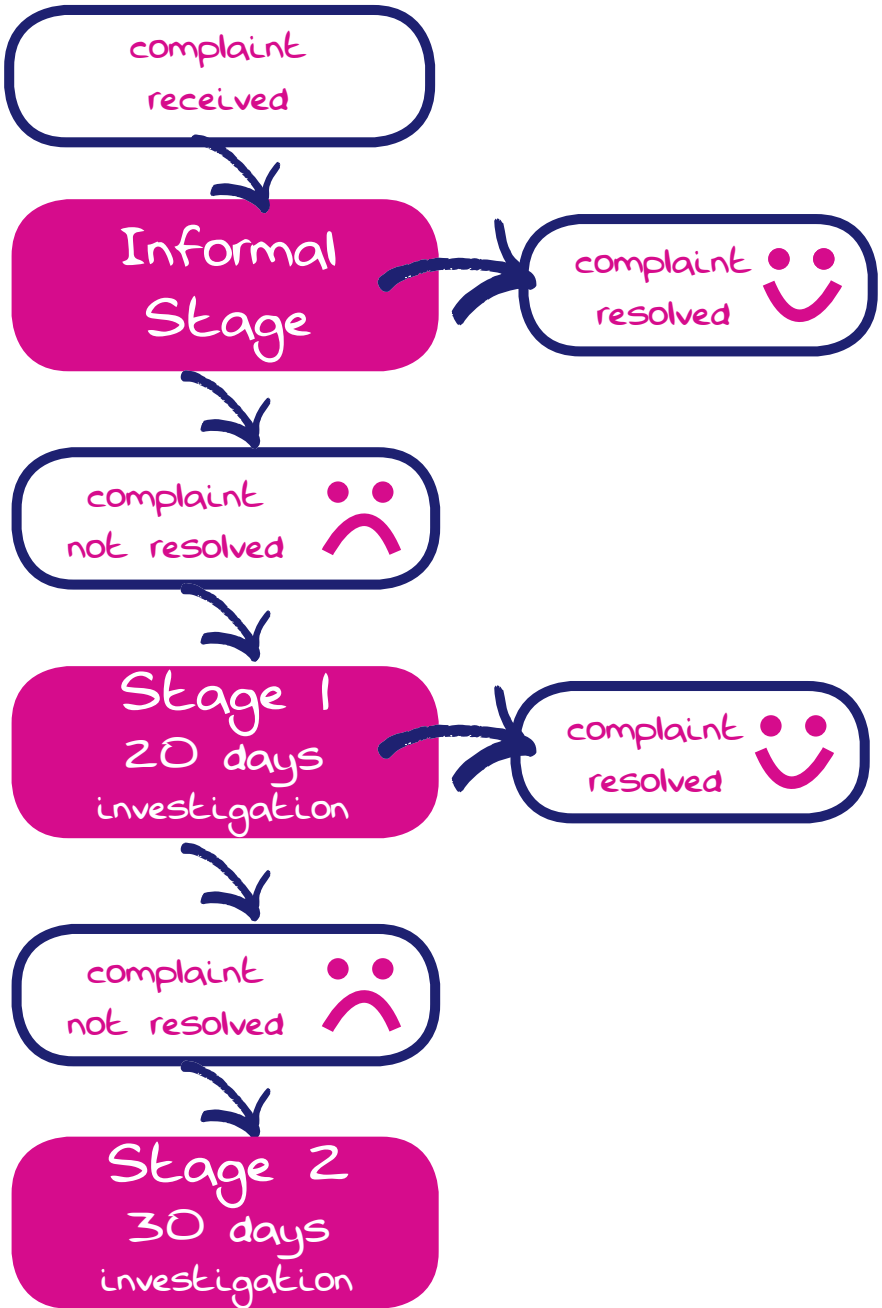
If you have a serious problem, particularly if anyone is hurting or harming you, you can contact Jill Sheldrake whose phone number is at the back of this booklet.

How do I know what has been decided?

It is important that you are kept informed throughout about what is happening with your complaint.

The person dealing with your complaint will write to you. If you don't understand what is written, you can ask a family member, social worker, Independent Advocate or member of staff to help.





Don't forget...

If you have an idea - **tell someone!**

If you are being hurt, harmed, or if you are worried - **tell someone!**

You can contact:

- **Ofsted**

write to: Piccadilly Gate, Store Street, Manchester M1 2WD

phone or text: : 0300 123 1231

email: enquiries@ofsted.gov.uk **website:** www.ofsted.gov.uk

- **Jill Sheldrake, Service Director**

write to: Together Trust Schools Hill, Cheadle, Cheshire SK8 1JE

phone or text: 07787 562 014

email: jill.sheldrake@togethertrust.org.uk

- **Your Social Worker**

phone:

- **Local Authority Complaints Worker**

phone:

- **Under 18's – Anne Longfield, Children's Commissioner for England**

write to: Sanctuary Buildings, Great Smith St,
London SW1P 3BT

visit: www.rights4me.org for more information

• **Independent Review Officer:**

name:

phone:

email:

• **Independent Advocate / Advocacy Service**

address:

phone:

email:

Contacts

Names

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Telephone numbers

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Websites

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For further information please contact:

Together Trust

Schools Hill, Cheadle, Cheshire SK8 1JE

t: 0161 283 4848

f: 0161 283 4747

e: enquiries@togethertrust.org.uk

www.togethertrust.org.uk

We believe that everyone deserves an equal chance in life and everyone has the ability and right to experience joy, safety, happiness and hope. By providing specialist education, care and community services to children, young people and adults the Together Trust aims to do everything in its power to make that happen.

Registered charity number 209782

together trust
residential services