How to make a comment, compliment or complaint about Children’s Social Care

www.milton-keynes.gov.uk/complaints
What you have to say is important to us

We are committed to providing high quality Children’s Social Care. We are always looking for ideas on how to improve things and know that there may be times when things go wrong and you do not feel satisfied. When this happens, we want to hear about it, so that we can explain things and try our best to put them right.

Please do not worry that if you make a complaint, we will treat you unfavourably because of it, this will not happen. You have the right to tell us if something is wrong and we need to know.

It is always useful to know about things that have gone well too. So please feel free to tell us when we get it right as well.

Data Protection Act

Anyone can make a complaint on your behalf, if you are unable to do so. They would need a signed authorisation from you giving your permission along with the letter explaining the complaint. The information you supply will be used for investigating the complaint and statistical purposes only.
Want to share a comment
give us a compliment or
complain on something?

Comments, compliments and complaints all help us to improve the way we do things, you can contact us by:

- **On-line form** - visit www.milton-keynes.gov.uk/complaints
- **Phone** - call your social worker or the Customer Service Team on (01908) 253817
- **Writing it down** - you can use the address.

Comments, compliments, complaints
Customer Service Team
Milton Keynes Council
Civic Offices
1 Saxon Gate East
Central Milton Keynes, MK9 3EJ

- **Calling into our office at:**
  Milton Keynes Council
  Civic Offices
  1 Saxon Gate East
  Central Milton Keynes, MK9 3EJ
  Monday to Friday 9.00am to 5.15pm

Are you unhappy about something?

You can make a complaint if:

- You are unhappy with the quality of the service provided
- You have been refused a service
- You think a decision was unfair or feel badly treated
- A service was not provided on time (i.e. an assessment)
- You disagree with an assessment
- You feel your views were not taken into consideration
- The service you received was not to the standard you expected
- A member of staff behaved unfairly or was rude to you

We take all complaints very seriously. There are three stages to the complaints process.
Stage 1

We want to sort out complaints as quickly as possible. Sometimes we can do this on the spot. The first step is to contact the member of staff providing the service you want to complain about, or you can contact their manager. Tell them about the problem and they will try to sort out your complaint immediately. You can also contact us using one of the ways on page 3 of this leaflet.

If you are a child or a young person, your complaint will be acknowledged within three days. You will receive a full response within 10 days or within an extension period of 10 days.

If you are an adult, your complaint will be acknowledged within five days, and you will receive a full response within 20 working days.

If you are not satisfied with the answer you receive at Stage 1, you can go to Stage 2.
Stage 2

Your complaint will be written up and sent back to you for your records. By law, we have to give you a full reply within 25 working days. However, if we need longer, we will agree this with you first and this should be no longer than 65 working days. The Customer Service Team will appoint an Investigating Officer and an Independent Person. If you are a child or young person, the support of an Advocate will be offered to you included at Stage 1 too. The Investigating Officer writes a Report, which explains their findings. The Independent Person also writes a Report, and comments on the way the investigation was carried out. The Service Manager then comments on the recommendations made, and will say what they intend to do.

If you are still unsatisfied, you have the right to ask your complaint to be heard by a review panel within 20 working days. This is Stage 3.
Stage 3

A review panel is made up of three Independent Persons; one will chair the panel. The panel will look at all the information about your complaint and ask everyone who has been involved how they have tried to sort it out. You will be able to make written or verbal statements to the panel. You can bring someone with you for support if you want to. The review panel will look at how your complaint has been dealt with and what should happen next. They will inform you and the Corporate Director of their recommendations within 5 working days. You will receive a copy of these. The department then has 15 days to consider a response and to write to you. This is the final stage of the complaints procedure.

However, if you are still not satisfied, you can contact the Local Government Ombudsman (address below), your Local Councillor, or MP. If you want to find out how to contact your Local Councillor or MP please call (01908) 691691.

Local Government Ombudsman Advice Team, PO Box 4771 Coventry CV4 0EH

Want to make a complaint about another council department?

If you want to make a complaint about another council department please see our leaflet on “How to make a comment, compliment or complaint”. Ring the Customer Service Team on (01908) 253817 and they will send you the leaflet or you can write to:

Comments, compliments, complaints Customer Service Team Milton Keynes Council Civic Offices 1 Saxon Gate East Central Milton Keynes MK9 3EJ
Equal opportunities

We want to make sure we treat everyone fairly. To help us to do this, we would like you to answer a few questions. You don’t have to answer them and your answers will not affect how we deal with your complaint. We will keep any information you give us confidential and we do not use it when we investigate your complaint.

If you are writing to us, please include this form with your written complaint.

**Are you:**  
☐ Male  
☐ Female

**What is your age?**

☐ Under 16  
☐ 16 to 24  
☐ 25 to 29  
☐ 30 to 39  
☐ 40 to 49  
☐ 50 to 59  
☐ 60 to 64  
☐ 65 to 69  
☐ 70 or over

**Which of these groups do you consider you belong to?**

☐ White (British)  
☐ White (Irish)  
☐ White (Other)  
☐ Black (Caribbean)  
☐ Black (African)  
☐ Black (Other)  
☐ Asian (Indian)  
☐ Asian (Pakistani)  
☐ Asian (Bangladeshi)  
☐ Chinese  
☐ Mixed heritage .................................................................  
☐ Other .................................................................  
☐ Prefer not to say

**Do you consider yourself to have a disability?**

☐ Yes  
☐ No  
☐ Prefer not to say