



Children's Complaints Procedures



It is sometimes difficult for people to know you are worried or unhappy about something unless you tell them.

Talking to someone can often sort your problem out and stop a small worry becoming a big one. **BUT** if you do not think you can talk to anyone close to you, or talking to someone has not helped and your problem is getting bigger, then here is what to do.



Ask to speak to Chantelle, the Manager of Forest Children's Centre

Stage One - Local Resolution- Try and sort things out in a chatty friendly way



Chantelle will arrange for time to talk to you in private and will try to sort the problem out. You can either talk to Chantelle on your own or with a friend.

What next?

If after you have tried to sort the problem out and you are still unhappy - then

Stage Two - Formal Investigation- Ask someone else to help us



Chantelle will arrange for your complaint to be investigated by an Independent Investigating Officer. This person is not employed by Forest Children's Centre, but is qualified to look in to your complaint. In order to make sure that this is done fairly.

If after this you are still unhappy and feel your problem has not been sorted out, then

Stage Three - Review Panel- Forest Children's Centre Management Group



This is where a group of people, the Review Panel, meet and talk to you and other people who are trying to sort your problem out. The Independent Investigating Officer will be here and there will be another Independent Person on the Panel. After talking to everybody and listening very carefully to what is being said, the Panel makes a decision about the best way to sort your complaint out. **You will be kept informed at all stages of the discussions.**