

Barnardo’s wants to make sure that the Barnardo’s Service you use is helpful, whether it is a Children’s, Family Placement or ETS service and to know if it could be improved. We want you to be involved in the decisions made about your service. We hope you are able to respond if you are asked for feedback by your worker. We appreciate your comments and representations, good or not so good, if you think there is an improvement which could be made. We take it very seriously if you are not happy with the service we provide. Please tell us your concerns so we can put things right when we need to.

The Children’s Services Complaints and Representation process is to help you tell your concerns and this leaflet explains the process. We also have available a longer version of this leaflet with fuller details. You can ask a member of your service staff for a copy of this longer version at any time.

**What happens if you want to complain?**

If you have a concern or complaint it is important that you share it with us at the first opportunity so that we can try to resolve the issue as quickly as possible. Once you have spoken to someone from Barnardo’s or written, phoned or emailed us using one of the Barnardo’s contact details on the back of this leaflet, we will look into the matter and try to put things right, after we have discussed and agreed with you your concern or complaint.

We will respond to you within 10 working days.

**What you can do if you are not happy with how we dealt with your complaint?**

If you are not happy with the outcome of the investigation of your complaint, please contact Barnardo’s within 20 working days of getting our written response and let us know in writing why you are not happy and what you would you would like to happen if we were to investigate again. We will then send you a copy of the long version of **Having your say** which gives fuller details of the complaints investigation process.

If despite our efforts you still remain dissatisfied you again have 20 working days to contact us after you receive the result of the second investigation into your complaint. The long version of **Having your say** details what can happen next. Please ask for another copy if necessary.

**What else you can do?**

There may be responsible[[1]](#footnote-1) or statutory agencies you can contact if you are not satisfied with Barnardo’s final response. Their details are on this form along with details of your Barnardo’s service and of the Barnardo’s National offices.

|  |  |
| --- | --- |
| Barnardo’s service name | **West Yorkshire Neurodevelopmental Navigator Pilot** |
| Name of the manager | Yasmeen Sharif, Programme Manager |
| Address of the service | Rockford House, Low Lane Leeds LS18 5QW |
| : | 01133933200 |
|  : |  |
| ****: | Yasmeen.sharif@barnardos.org.uk |
| **Barnardo’s Head Office**Tanners LaneBarkingside, IlfordEssexIG6 1QG: 020 8550 8822 **** cs.complaints@barnardos.org.uk | **Barnardo’s Northern Ireland**542 – 544 Upper Newtownards Road,BelfastBT4 3HE: 028 9067 2366You could also text or email – see information under Barnardo’s Head Office | **Barnardo’s Scotland**111 Oxgangs RoadNorth EdinburghEH14 1ED: 0131 446 7000You could also text or email – see information under Barnardo’s Head Office | **Barnardo’s Cymru / Wales**Ely Family Centre 87a Grand Avenue, Cardiff CF5 4LE : 029 2057 7074You could also text or email – see information under Barnardo’s Head Office |

|  |  |
| --- | --- |
| Service user’s LA; trust or other responsible agency |  |
| Name of their LA/trust/agency worker |  |
| Name of the LA/trust/other agency complaints officer | Patient Advice and Complaints Department |
| Local authority/trust/ other agency address | Patient Advice and Complaints Team, New Mill, Victoria Road, Saltaire, BD18 3LD |
| : | 01274 251440 |
|  : |  |
| ****: | advice.complaints@bdct.nhs.uk |
| Name of the regulatory body the service is registered with/regulated by | NHS England |
| Address | Po Box 16738 Redditch, B97 9PT |
| Contact person |  |
| : | 0300 311 22 33 |
|  :**** |  |
| ****: | England.contactus@nhs.net |
|  |
| Information Commissioner – if you have a concern about a Data Protection matter |
| Address  | ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  |
| : | 0303 123 1113 |
| ****: | dataprotectionfee@ico.org.uk  |
| url: | [www.ico.org.uk](http://www.ico.org.uk)  |

1. E.g. ETS funding agencies may consider service user complaints, usually after they have used the Barnardo’s complaints process [↑](#footnote-ref-1)