

Compliments and Complaints

Tell us
 what was good,
 not so good or
 how we could
 do better?

Did we get it right?

How to tell us when things have gone well!

If you have felt happy with the support, you have received from us please let us know! It is always lovely to hear when we have got it right – here are the ways you can make a compliment:

- Through Mind Of My Own
- I Say ...
- Tell your worker, who can pass it onto us
- Leave a compliment for us at:
<https://www.sandwellchildrenstrust.org/contact-us/>

Do you feel we got it wrong?

How to tell us when things have not gone so well and wish to make a complaint

We always try to do our best, but sometimes you may not feel happy with the support you have received. You can tell us if you are unhappy or worried about anything and make a complaint:

- Through Mind Of My Own
- I Say ...
- Make a complaint at:
<https://www.sandwellchildrenstrust.org/contact-us/>



So, what happens next?

If you have told us you are feeling unhappy or worried we will offer to meet with you to talk about this. The manager will contact you and arrange to meet with you at a place and time that is best for you, if you want to. You can have someone with you that you trust at the meeting to support you. The manager will listen to you and do their best to answer your concerns.

Contact Us

Email: CS_Firmstep@sandwell.gov.uk

Visit:
<https://www.sandwellchildrenstrust.org/contact-us/>

What happens when you make a complaint?

Day 1 – we confirm we have received your complaint

You will receive an email or letter with details of who is responding to your complaint, and their contact information

Next - a Manager will contact you to arrange to meet to discuss your complaint in more detail and talk about how the issue will be dealt with. You do not have to meet in person if you don't want to

A written response will be provided within 10 working days*, by letter or email

* We will always try to respond to your complaint within 10 working days, but sometimes we may need to ask you to allow us more time, up to an extra 10 working days to respond

