



## Swindon Carers Centre Child Friendly Complaints Policy [CB9]

### Policy Statement

This tells you what you need to do if you or your family are not happy with something that has happened to you at young carers or the services you have been offered by Swindon Carers Centre. We aim to always give you and your family a good service but know that there may be times when you think things are not fair or wrong.

If you are not happy with something Swindon Carers Centre or a member of the team has done, you can make a complaint by:

- Telling a worker what has happened
- Asking another adult like a parent or teacher to ring and speak to a manager at Swindon Carers Centre – Telephone: 01793 531133
- Write it down or get someone to write it for you. Then send it to; Swindon Carers Centre, Sanford House, Swindon, SN1 1HE

We will ask you;

- To explain why you are not happy
- What you would like to happen
- Write everything down (an adult can help you with this)

We will make sure that:

- We will listen to your views
- Be polite
- Deal with your complaint quickly
- Only share the things you tell us with the people that might need to be included
- Say we are sorry when we are wrong
- Tell you what we will do about your complaint
- Use complaints to make what we do better
- Make changes when they are needed.

If you or your family are not happy with how we have dealt with the complaint, then you can ask for it to be passed to the Chief Executive or Chair of Trustees.

You can find more information about this in Swindon Carers Centre's Complaints Policy and procedure.

### Review Statement

This policy has been prepared considering prevailing legislation and recognised good practice. New legislation requirements or changes in current legislation may necessitate the review of this policy document. The company will continue to review and amend all/part of this policy on a regular basis. It is the employee's responsibility to ensure that the copy of the policy being referred to is the most up-to-date version.

### Further Information

If you would like further information on any aspect of this, or any other HR policy, please contact your line manager.

### Related Policies

- Complaints Policy [CB8]