



Doncaster Children's
Services Trust



FREEPOST



Freepost Plus RTSL-CYAA-GHZL
Doncaster Children's Services Trust
Colonnades House
Duke Street
Doncaster
DN1 1ER



Doncaster
Children's
Services Trust

Make your voice heard

Happy or not happy with our services?
We want to hear from you...



Helping Doncaster children stay safe, well and reach their full potential.

What can I speak up about?

It's great to hear about what has made you happy, so please tell us what we are doing right! Just get in touch with us – details below.

But if you aren't happy or if something's bothering you, it's always better to tell someone. You might want to tell us about the way you are being treated by your social worker or foster carers, or any decision we make without first asking what you think. There are lots of people who can help.

Who can I talk to?

It's a good idea to first speak with the worker you know best. Most issues are sorted out this way. But if this doesn't help, get in touch with the Trust's complaints manager by:

- calling 01302 862845
- texting 07855 089284
- emailing Customer.Services@dcstrust.co.uk
- or fill in the form on the right-hand side and post it back to us free of charge

How will the complaints manager deal with my complaint?

The complaints manager will chat with you about your complaint and how you would like it to be dealt with.

Can I have someone support me with making a complaint?

Yes. If you are under 18 years old an advocate can support you. Their role is to listen to your concerns, give you advice, support you through the complaints process and speak up for you when you don't feel able to speak for yourself.

I am a bit worried about making a complaint – will it be held against me?

No. It's your right to make your voice heard. All the information you give us will be treated sensitively.

Is this information leaflet available in other forms?

If you would like this information in any other format please contact us by calling 01302 862845, emailing Customer.Services@dcstrust.co.uk or writing to us at Doncaster Children's Services Trust, Colonnades House, Duke Street, Doncaster, DN1 1ER.

How can I find out more about complaints?

You can find out more information on the complaints procedure on our webpage <https://www.doncasterchildrenstrust.co.uk/tell-us-your-views>

Tell us your views

I would like to make a: (please tick the relevant box)

comment compliment complaint

1. Fill in the form
2. Tear off
3. Moisten around all edges
4. Fold over and seal
5. Post it (no stamps needed)

My name

Date

Address

Telephone no

Email

Date of birth

Please write or draw what is wrong here:-

Tell us what you would like done to put it right

Would you like us to put you in touch with an advocate (an independent person) to help you make a complaint? (Please tick the relevant box)

Yes No

Thank you for telling us. If you have a complaint we will be in touch within three days of us receiving the form.

Data Protection: The information you provide on this form will be used by the Trust to investigate your complaint and will not be passed on to any other organisation without your agreement.