



Children and Young People Services Complaints procedure

This policy was revised on September 2025

1. What is a complaint?

In general terms a complaint can be considered as *“an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the council, its own staff, or those acting on its behalf, affecting an individual or group of individuals.”*

2. Who can complain?

The person who makes the complaint must either be the person receiving the services or a person complaining on behalf of the person receiving the services. This can include children and young people, their parents, carers or legal guardians or someone who has the permission of the person receiving the services to represent them.

3. Who can help you make a complaint?

Anyone can help you make a complaint. This can be someone you know or someone from a voluntary organisation, such as a mediator or advocate who can help you voice your concerns. You can also ask a translator or a sign language interpreter to accompany you.

4. How to submit your complaint?

Complaints can be made quickly and easily 24 hours a day, seven days a week via our website at www.hillingdon.gov.uk/complaints. However, if you cannot use our online complaint form or need help in using our online complaint form or need general advice on the complaint process, please call us on 01895 277800.

5. Our complaints procedure operates

If things do go wrong, we have a complaints procedure you can use to have us look into your complaint and put matters right as quickly as we can. It is important to make your complaint as soon as possible because we may not be able to consider your complaint if it is about something that happened over 12 months ago. Our complaint procedure operates as follows:

- **Service Request**

We will always try to resolve enquiries/concerns by way of 'service requests' by talking through problems with you, without the need to go through our formal complaint's procedure. We will aim to put things right and give you a timescale when we will respond to you, detailing the action we have taken.

If a complainant is dissatisfied with the outcome, we will tell you how to escalate your complaint further. This is outlined below.

- **Stage 1:** Sorting matters out at the team level.

A complaint will be registered under Stage 1 of our formal complaint's procedure when:

- we can't resolve the problem informally.
- you tell us that you want to make a formal complaint.
- we believe it is necessary to use the formal procedure to resolve or respond to the complaint.

We will acknowledge the complaint within 5 working days of receipt and tell you who is looking into it. We will aim to respond to your complaint within 10 working days of the complaint being acknowledged. However, this can be extended by a maximum of 10 working days for more complex complaints.

- **Stage 2:** Independent Investigation.

If a complainant considers the issues unresolved, the Council will consider commissioning an investigation by two independent people who will aim to provide a report with their findings within 25 working days of the statement of complaint having been agreed. If the investigation cannot be concluded within 25 working days, it can be extended by a further 40 working days.

- **Stage 3:** Independent Panel Review Hearing.

If a complainant remains unhappy with the outcome of the Stage 2 investigation, they have 20 working days of receipt of the Adjudication letter, to ask for a review panel to further consider their concerns. We will acknowledge receipt of the complaint within 5 working days of receipt and set up a Review Hearing to hear the complaint within 30 working days of our acknowledgment.

Any recommendations from the Review Hearing are made to the Council within 5 working days of the hearing. Within 15 working days of receiving the recommendations, the Council will write to the complainant and advise him or her what action it will take as a result.

In certain circumstances, the Complaint Manager may discuss with a complainant the possibility of an early referral to the Local Government and Social Care Ombudsman (LGO) where further consideration at Stages 2 or 3 may not produce a demonstrably different outcome.

6. After you have made your complaint

If a complainant is not happy with the final response from the Council, they can then ask the Local Government and Social Care Ombudsman for independent review. The Ombudsman is responsible for conducting investigations of complaints about service failure and maladministration that cannot be resolved by the Council. The Ombudsman can be contacted either by post to P O Box 4771, Coventry CV4 0EH or via their website: www.lgo.org.uk or by telephone on 0300 061 0614.