

# Complaints Process: What to Expect

## Not Happy?

We strive to ensure we continuously provide an excellent service to all, but we do accept that at times we can get it wrong. We want to hear your feedback so we are able to improve our services.

You can contact us in writing, by telephone or by emailing. Details for the service can be found to the right of this leaflet.

## Our Commitment to you

We encourage, welcome and value complaints as a form of customer feedback and we want to: "Fully investigate issues raised", "Take ownership and say sorry if we've made a mistake", "Put things right", "Learn from our mistakes".

## Accessibility

Please get in touch if you would like to receive information on translations, large print, text phone and other ways we can communicate with you. If you have any other additional needs that you need us to consider, please let us know.

## External Review

If you remain dissatisfied after we have responded to your complaint at both stages of our complaints procedure, you have the right to escalate your complaint to the relevant Ombudsman Service. We will give you information about how to do this when we respond to your complaint at stage two. Details are also available on this leaflet.

## Stage One

Where a matter raised has been identified as a complaint, this will be formally logged at stage one of the complaints process. We will acknowledge the complaint within 5 working days of receipt, confirming who the Investigating Officer will be and the date by when you can expect to receive a response (this should be within 10 working days from the date of acknowledgment unless exceptional circumstances apply). Where you are making a complaint on behalf of someone else, we may need to obtain their consent or confirm it is appropriate to share information with you. Where a complaint can be resolved quickly, the acknowledgment and response may be received as one communication however the right to escalate remains unaffected.

## Stage Two

If you are unhappy with the stage one response, you have the right to request an escalation of your complaint to stage two of the process within 20 working days of the stage one response being issued. At stage two, a person not involved at stage one will review the stage one investigation and response and seek further clarification where required. At stage two, you can expect to receive an acknowledgement within 5 working days of receiving your escalation request and a response within 20 working days from the date of acknowledgment.

## Contacts

Sparkbrook Children's Zone Contact:  
Simarjeet Kaur - Programme Manager  
Tel: 0757 0953 519  
scz@greensquareaccord.co.uk

## Ombudsman Contact:

Local Government and Social Care  
T: 0300 061 0614  
W: [www.lgo.org.uk/adult-social-care/](http://www.lgo.org.uk/adult-social-care/)  
PO Box 4771, Coventry CV4 0EH

Health  
T: 0345 015 4033  
W: [www.ombudsman.org.uk/](http://www.ombudsman.org.uk/)