

## What do I do if I'm not happy about something?

We want to give you the best possible service. We want to treat everyone with respect and courtesy at all times. In most cases we do, but sometimes things go wrong. When that happens, we want to hear about it so we can try and put things right.

You have legal rights under the Children (NI) Order 1995 to have a complaint listened to and investigated. So please tell us. We really want to get things right.

Often problems can be sorted out by talking to your social worker, foster carer, key worker or someone else you feel comfortable with. Tell them what you are unhappy about and ask them to help sort it out for you.

If you don't want to speak to any of these people, or if you have done this and you are still unhappy, you can contact our Complaints Officer.

## How do I contact the Complaints Officer?

You can phone us, email us, fill in the form attached to this leaflet and send it to us, or write a letter to us - whatever suits you best.

Complaints Officer (Children Order)  
Western Health & Social Care Trust  
MDEC Building  
Altnagelvin Area Hospital  
BT47 6SB

Phone No: 028 71345171 Ext. 214121  
Email:maireadc.mckelvey@westerntrust.  
hscni.net

## What will happen?

When we get your complaint, we will write to you within two days to tell you that it has arrived. We will then investigate it for you. We will write to you within 28 days of getting your complaint to tell you the result of the investigation. We will always ask you if it's OK before we share the details of your complaint with anyone.

If at any stage you would like to meet us to talk about your complaint, we will be happy to arrange that for you. We will make sure that it's at a time and place that suits you best. You can bring a friend with you if you would like their support.

## What if I'm still not happy?

There is a second stage to our complaints process so if you are still unhappy, you just need to tell the Complaints Officer who will tell you what to do next.



## PLEASE COMPLETE THIS FORM

My Name Is \_\_\_\_\_

I am \_\_\_\_\_ years old.

I live at \_\_\_\_\_  
\_\_\_\_\_

My home phone number is \_\_\_\_\_

My mobile number is \_\_\_\_\_

Please write your message here. Use the back of the leaflet if you need more space.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Can we write to you at the above address? Yes  No

Is it OK to phone you where you live? Yes  No

Your signature \_\_\_\_\_

Date \_\_\_\_\_





Put this part into an envelope and post it to the address below. We will quickly contact you.

Address to go on envelope:-

**Complaints Officer (Children Order)  
Western Health & Social Care Trust  
MDEC Building  
Altnagelvin Area Hospital  
Londonderry  
BT47 6SB**

*For rest of message (if needed)*

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### **What if I have a good idea to make things better?**

Please tell us! We want to hear your idea and suggestions to make things the best they can be for you and others.

And if you are happy with how things are for you, also tell us. We would like to hear that we're getting things right.

You can do this by telling your social worker, foster carer, or key worker.

### **Do you want someone to speak for you, or help you during the complaint investigation?**

You can call VOYPIC – they are not connected to the Trust.

#### **Voice of Young People in Care (VOYPIC)**

Tel: (028) 71378980

Email: [info@voypic.org](mailto:info@voypic.org)

[www.voypic.org](http://www.voypic.org)



## **CHILDREN ORDER REPRESENTATIONS & COMPLAINTS PROCEDURE**

### **YOUNG PEOPLE'S LEAFLET**



**Talk to Us  
We want to know**

***We welcome your complaints, comments, concerns and compliments***