

Here's what to do if you're unhappy about something and how we will respond.

Speak Up, and Speak Out

Tell someone you trust what you are unhappy about.

Tell them:

- Why you are not happy
- How that problem has made you feel
- What would help fix it

You can do this in the following ways:

- tell a Barnardo's worker (in person or on the phone)
- write to us (email, text or letter)
- scan our QR code to fill in a form
- get someone else that you trust (family member, carer, friend, advocate or other professional) to tell us for you

Speak Up, and Speak Out

You can contact us in the following ways:

In person

Barnardo's staff at your local service.

Text or Call

Check your local service poster for details.

Email

cscomplaints@barnardos.org.uk

Write to us

Barnardo's Children's Services Complaints,
Barkingside, IG6 1QJ

**Make your
complaint here**



[barnardos.org.uk](https://www.barnardos.org.uk)



Barnardo's Registered Charity Nos. 216250 and SC037605.
All images are posed by models. 25883AM25

SPEAK UP, SPEAK OUT!

**Guide for children, young people, parents
and carers about our Complaints Process**



BARNARDOS

At Barnardo's, we want to hear from you. If you are not happy with our service or anything else, please tell us. Your thoughts are important to us.

We understand that sharing your feelings can be difficult. At Barnardo's, our staff are here to give you a safe place to talk. They will listen to you, write down your ideas, involve you in decisions, and keep you informed.

We will speak to you to learn what has happened and what you would like us to do next.

If you find it hard to say what is wrong, you can have someone help you. This person can be a family member, a friend, or someone else we can ask for help. Just ask your worker or their manager for guidance.

If you are a parent or carer of a child or young person who cannot speak up, you can make a complaint on their behalf.

It is always okay to speak up if you are not happy about something at Barnardo's. We want to hear your feedback on how we can improve, and speaking out will not affect our support for you.

What will happen next?

We will listen, and try to fix problems early

We will listen to you, take you seriously and treat you fairly. We are keen to know of any problems, understand them, and fix them as soon as we can. This helps to stop problems from getting bigger and makes sure everyone agrees on the solution.

A manager will try to let you know within 2 working days that we've got your complaint.

You will receive an **update from the manager within 25 working days**. If it's going to be longer, we will let you know.

If you are or have been in foster care, a residential home, or attend a special school run by Barnardo's, there may be different steps to follow for your complaint. The manager in charge of your complaint will talk with you or your advocate to make sure you understand and agree on the right steps to take.

