

LONDON BOROUGH OF SUTTON FORMAL COMPLAINTS PROCEDURE

For young people who are under aged 18, in care or leaving care who would like to make a complaint about a service.

You can make a complaint to the London Borough of Sutton by following these 3 steps.

STEP 1 - PREPARE YOUR COMPLAINT:

- Complain as soon as possible as you are more likely to remember the details.
- Be clear and outline key points about the issue.
- Keep a copy of your complaint.
- Keep a note of any phone calls about your complaint including the person you may have spoken to and what this was about - this may be important later on.
- Be realistic and fair about what outcome/decision you want.

STEP 2 - SUPPORT:

If you need support to make a complaint you can get the support from an advocate from the Volunteer Centre in Sutton. The aim of an advocate is to help you get your views and opinions across. If you wish to have an advocate, please telephone **020 8661 5900** or email advocacy@vcsutton.org.uk.

STEP 3 - MAKE YOUR COMPLAINT:

All complaints are directed to the Customer Care Team. Your complaint will be logged once received. You will be contacted by the Customer Care Team within 3 working days of receipt of your complaint and they will explain what happens next.

To make your complaint, go to the following link:

<https://suttonportal.icasework.com/form?Embed=false&Login=false&Type=30255>

Please note: complaints regarding schools in borough must be referred to the school directly as all schools have a complaints process that must be followed.