Who can make a complaint using this procedure?
If we provide a service to you, or someone acting for you, you can express a concern or complaint about that service. Adults, adoptive parents, children and young people can use these procedures to make a complaint about the services we provide. People known as advocates can make a complaint on behalf of a child or young person.

What if I need help to make a complaint?
If you need help with your complaint, please contact us or the Children’s Commissioner. We can help children and young people find an independent advocate (someone to act on their behalf) to support them to make a complaint. If your first language is not English, let us know and we can assist you.

Children’s Commissioner
The Children’s Commissioner for England promotes and protects children’s rights in England and can be contacted at:

Tel: 020 7783 8330 (general enquiries) or 0800 528 0731 (advice line for children and young people)
Web: www.childrenscommissioner.gov.uk
Email: help.team@childrenscommissioner.gsi.gov.uk (advice for children and young people) or info.request@childrenscommissioner.gsi.gov.uk (general)
Address: Sanctuary Buildings, 20 Great Smith Street, London, SW1P 3BT

Ofsted
The Office for Standards in Education, Children’s Services and Skills can be contacted at:
Tel: 0300 123 1234
Address: Piccadilly Gate, Store Street, Manchester, M1 2WD

PACT values your views
We need to know whether our services are being provided effectively and meeting your needs.

Please let us know if our staff or services have been helpful by completing the reply slip overleaf.

If you are unhappy with any part of our service, please let the staff you normally deal with know. They will try to settle the matter straight away.

If you are still not satisfied, you can contact a manager at PACT who will try to resolve your complaint. See inside the leaflet for details of how you can raise or escalate a complaint if you are not happy with the response you have been given.

Contact PACT
To share your compliments, concerns or complaints please complete the form overleaf or contact us directly:

Phone: 0300 456 4800
Email: info@pactcharity.org
Web: www.pactcharity.org
Address: Parents And Children Together
7 Southern Court
South Street
Reading RG1 4QS

Registered with the Fundraising Regulator
PACT is the trading name of the Oxford Diocesan Council for Social Work Inc., a company limited by guarantee, registered in England (No. 1636098) and a Registered Charity (No. 280214) whose registered office is as above.
**PACT’s complaints procedure**

We would expect complaints to start at Level 1 but if you are unhappy with the response you are given or feel it more appropriate you can escalate to Level 2 or Level 3.

**Level 1**

You can complain by contacting the person concerned who will try to resolve the issue within 14 working days.

**Level 2**

You can make the complaint directly to the line manager of the person concerned or by filling in and returning the reply slip attached.

If you are a child or young person, someone else can make the complaint for you, or they can help you to make the complaint yourself.

Your complaint will be looked into by the manager of the person or service you are complaining about. They should give you a response within 28 working days.

**Level 3**

You can write to PACT’s Chief Executive (or to the Chair of the Trustee Board if the complaint is about the Chief Executive). The complaint will be looked into and you should receive a response within 28 working days.

**Level 4**

If you are still not satisfied, you can write formally to PACT’s Chief Executive requesting that an independent officer examine the complaint. The officer will be given six weeks to look into the matter.

The officer’s written report will be sent to you. You will have the opportunity to respond in writing to a panel of three PACT Trustees, none of whom will have been involved with the issues raised. The Trustees’ decision will be reached within 28 working days and will be final.

**Notes:**

- On points of law complainants should consult a solicitor.
- Complaints can be started at level 1, level 2 or level 3. If the complaint first reaches the Chief Executive in writing, the complainant will be given the opportunity of having their complaint considered at level 1 or level 2.

**Reply slip** (you will need an envelope and stamp)

Please use this reply slip to send us your compliment, concern or complaint. If you prefer, you can contact us by telephone, letter or email.

<table>
<thead>
<tr>
<th>Here are the details of my compliment, concern or complaint (please circle).</th>
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<tbody>
<tr>
<td>If you have a concern or complaint, please tell us what action you think would put things right.</td>
</tr>
<tr>
<td>If you prefer, you can contact us by telephone, letter or email. If you want us to contact you to talk about your compliment, concern or complaint, please tick here [ ].</td>
</tr>
<tr>
<td>Your full name:</td>
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<tr>
<td>Full name, if you are sending this on behalf of someone else:</td>
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<td>Address and postcode:</td>
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<td>Telephone number:</td>
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<td>Email address:</td>
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