

Tell us more

Please return your completed form to a member of staff or you can also post it to us at the address opposite, for the attention of Helena D'Angelo, Head of Nursing and Care.

Still have some concerns?

If you are not happy after we have talked to you about your complaint you can ask for support by contacting:

The Care Quality Commission

Citygate, Gallowgate, Newcastle upon Tyne
NE1 4PA
Tel: 0300 061 6161

Or

Your local authority social worker

Or

NHS
www.ombudsman.org.uk






You can also speak to Ofsted if there is a problem that you think affects the whole school, this includes quality of education/care or poor management.

Ofsted

enquiries@ofsted.gov.uk
Tel: 0300 123 4234

The Children's Trust

Tadworth Court, Tadworth, Surrey KT20 5RU.

-  **01737 365000**
-  **enquiries@thechildrenstrust.org.uk**
-  **thechildrenstrust.org.uk**
-  **facebook.com/childrenstrust**
-  **twitter.com/childrens_trust**

Registered Charity No. 288018



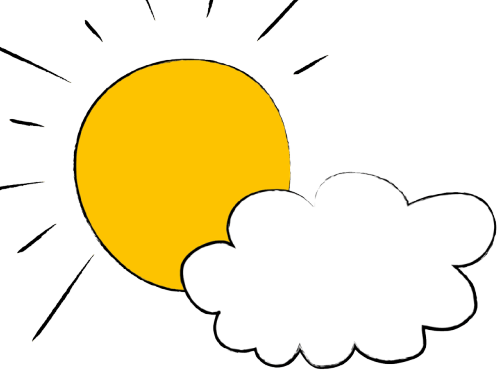
Last updated December 2016



Tell us what you think

Help us improve our service





Whether they are good, not so good or you feel something could be improved, we would like to hear your views on The Children's Trust.

Are you?

- ☞ Happy with The Children's Trust?
- ☞ Worried about something that has happened to you?
- ☞ Feeling that you may need more help than you are receiving?
- ☞ Worried that you are being treated unfairly?
- ☞ Concerned that somebody is being unkind to you?

How to tell us how you feel

It is important that you let us know how you feel, good or not so good, so that we can make things better.

Although we try very hard to make sure we always provide a good service to all children and young people we support, we know that sometimes people have concerns about the work we have done.

- ☞ Tell your parent/s, keyworker, social worker, therapist, nurse manager or somebody you can trust; or
- ☞ Tell us. You can speak to us, write to us, or fill in the form opposite and hand it to a member of our team.

What happens next?

We will contact you and arrange for you to talk about the way you are feeling with a member of staff. Don't worry, you can bring somebody along with you.

- ☞ The person you tell will do their best to help;
- ☞ Sometimes it is not possible to put things right straightaway, but we will do our best to make things better.

We are here to help

Date

Name

Where are you staying at The Children's Trust?

If you are worried about contacting us, please let us know how you would like us to get in touch with you:

Would you like to tell us what you are happy with?

Would you like to tell us what you are concerned about?

The house you are staying in? Who you live with?

The food you eat? A member of staff?

The goals that have been set with you? The play and leisure activities available?

Something else?

You can tell us more about how you feel over the page.