

# Laleham Gap Residential Child Complaints and Advocacy Guidance.

## Having a say in your life!

Your care is very important to us and the staff at Laleham are very committed to making your time within the school as safe and enjoyable as possible. We want to help you reach your full potential.

It is very important to us that you have a say in what happens in your life and feel able to talk to someone who will listen and take you seriously. We would like your views on ways we can improve the care we provide for you and all of the children we care for. We would also like to know if you are feeling upset or unhappy about something so we can help you resolve this.



Below you will find some questions which you may find helpful:

## Who can I talk to if I am not happy, worried about something or want to share my views?



All children have a **Keyworker** who is a member of staff who will take responsibility for making sure your needs are met and you feel well supported. You will be able to meet alone with your keyworker and talk about how things are going. You can also talk to **any member of staff** you feel safe talking to. This can be staff in the residential or in the school.

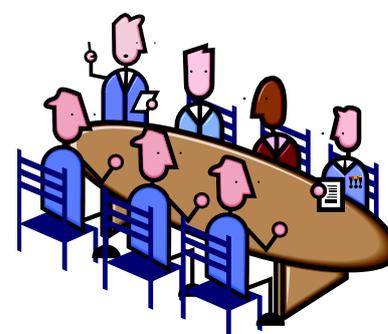
Other people you may like to talk to include:



- The Deputy Head of Care: **Lorraine Mallett.**
- The Head of Care **Mr Deslandes.**
- One of the staff in the 'LSU' during school time
- The Designated Safeguarding Lead, **Mrs Scobie.**
- The Deputy Head **Mrs Katie Reeves**
- The Head Teacher, **Mr Les Milton**

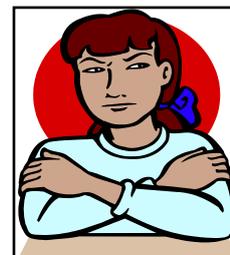
## Are there any other ways I will be able to put forward my views about the residence/school?

- You can discuss over dinner with the staff and other children or when you have meetings on the residence.
- You can speak to one the Residential School Council Reps who can bring up your points at the next School Council Meeting. These are Caleb Anthony or Daniel Mawardi.
- You can fill out a Residential Pupils Questionnaire which you can get from Mr Deslandes.



## Can I make a complaint if I am unhappy?

**Yes.** If there is something you are unhappy with, you have the right to make a complaint. It is preferred that you talk through what you are unhappy about first with staff to give a chance to resolve this but if you feel this can't be resolved then you can make a complaint. You can ask any member of staff for a complaint form and write out your complaint on this. If you would like help, you can ask a member of staff to write your words out for you.



## What happens with my complaint?



You or a member of staff can give this to **Mr Deslandes** who is the Head of Care. He will read through your complaint and think about what you want to happen. He will talk this through with you and discuss what is in your best interests to happen. This may also involve talking to other people who are important in your life, such as, your parents, carers or social worker.

He will decide with you what action needs to be taken and record this on the form. He will keep a copy of this and also give you or your parents/carers a copy if you or they wish.

## What if I am unhappy with the action taken?

If you still feel unhappy after this then you can ask to speak to the Assistant Head, **Mrs Scobie**, or the Deputy Head **Mrs Katie Reeves**. They will look at the complaint and how it has been dealt with and make a decision on whether any other action needs to be taken. If you are still unhappy with the outcome after this then you can ask to speak to the Head Teacher, **Mr Les Milton**, who will make a final decision on whether any action needs to be taken.



After this, if you are still unhappy, then you will be advised to speak to one or more of the people outside of the school (see following page). They will be able to give you advice, support and advocate for you if you wish. With their support, you may wish to follow the schools formal complaints procedure. This can be found on the school's website or a copy given to you or the person who is supporting you if you request this.

<http://www.laleham-gap.kent.sch.uk>

## Can I speak to someone else without speaking to staff first?

**YES** you can. Whilst we would like the opportunity to help you and resolve any issues you are unhappy about, if you feel you can't speak to someone in the school then you can speak to any one of the other people or services detailed on the following page. These are not just there to deal with complaints but can also support you with anything you may be worried about.

## Who can I speak to outside of the school if I am unhappy about something or would like help in making a complaint?

### Someone close to you who you feel you can trust:

You can speak to a **Parent, Carer, Family Member, Friend or Social Worker.**

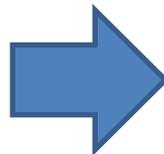
**Independent Visitor - Martyn Nash** – Martyn visits the school once a term and is a friendly ear to talk to. He does not work for the school so can support and listen to your views independently. He is available on 01843 863421.



**Ofsted** – Ofsted inspect our school and you can speak to them by giving them a call on: **0300 123 4666** or visit <http://www.ofsted.gov.uk/contact-us/how-complain>

### ChildLine:

**You can contact ChildLine about anything - no problem is too big or too small. If you're feeling worried, scared, stressed or just want to talk to someone you can contact ChildLine. They are there to offer information and support whenever you need them.**



**Freephone:**

 **020 7783 8330**

**Email us or look at our website:**

[info.request@childrenscommissioner.gsi.gov.uk](mailto:info.request@childrenscommissioner.gsi.gov.uk)

[www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk)

The Children's Commissioner for England promotes and protects children's rights in England. She does this by listening to what children and young people say about what matters to them and making sure adults in charge take their views and interests into account.

The law says that, in her work, the Children's Commissioner should have particular regard to children living away from home or receiving social care, as set out in Part 6, Section 8A of the Children and Families Act 2014.

If you are a child or young person who lives away from home or who receives social care and who needs advice or assistance, you can find out how we can help and get in touch with us.

We would like to recommend that you try and get your questions answered by adults who work directly with you or your local advocacy service for children in care before contacting us but if you can't do this or you they have not been properly answered do contact us.