

# Making a complaint

## What is a complaint?

A complaint is when you tell someone that something is wrong or unfair. It could be about:

- A decision someone made about you
- How someone treated you
- Something that didn't happen when it should have

You might say, "This isn't fair," or "I need help," or "I don't feel safe."

That's a complaint.

## Who can complain?

You can complain if:

- You're a child or young person getting help from social care
- You're in foster care or leaving care
- You're adopted or being adopted
- You have a special guardian
- You're someone who cares about a child and wants to help

## What happens when you complain

There are three steps to help sort things out:

### Stage 1 – Local Resolution

Someone from the service will try to fix the problem quickly. This should happen within 10 working days.

### Stage 2 – Investigation

If it's not sorted, someone independent will look into it and write a report. This can take up to 25 working days (or longer if needed).

### Stage 3 – Review Panel

If you're still not happy, a group of three independent people will meet to talk about your complaint and suggest what should happen next.

## You don't have to do it alone

You can get help from an advocate – someone who listens to you, speaks up for you, and helps you understand what's going on.

## Your complaint is private

Your complaint is confidential. That means only the people who need to know will see it. You won't get in trouble for speaking up. Need help?

If you want to make a complaint or ask questions, you can talk to:

- A trusted adult
- Your social worker
- The Complaints Manager
- An advocate

## Contact information

HYSchildrenscomplaints@knowsley.gov.uk  
Tel: 0151 443 3231

Scan this to  
make a complaint



Knowsley Council