

TOP TIPS FOR MAKING A COMPLAINT

1. Get Support

Talk to a parent, carer, friend or someone you trust and ask them to help you. They can even be with you when you complain.

You can also use an interpreter if you need one.

Sometimes it is tricky to know how to make a complaint. It is usually best to talk to the organisation you are dealing with first. See St Christopher's Child Safety Reporting Process on the parish website.

2. Find out how



- Talk to someone in the organisation you feel comfortable with or check out the website to find out about the complaint system
- Find out who is the person responsible for complaints. This will save you from having to tell lots of people your full story.
- What are the different ways you can make a complaint (face-to-face, by phone, email or letter)

3. Plan what you want to say

Write down what you are not happy about and how this has affected you. Also decide what you think should be done.

This will help you when you have to talk about it. You may need to tell a couple of people in the process, so it will also help you to remember what you said before.



4. Be calm and ask questions

When you make your complaint, try to be calm and polite even if you feel upset. Staff of the organisation should also treat you with respect

Ask as many questions as you like. eg What will happen next? Who will get back to you and your support person? When?

5. Keep notes

Write down who you speak or write to, the dates, anything that they promise they will do and the date they say they will get back to you.

This will help you keep track of things. You can also write down how you feel about the process.

6. Keep at it

Don't be afraid to complain further if you feel you are still not safe or feel that the matter has not been resolved fairly.

