

# Complaints Policy



## What is a complaint?

A complaint is when you tell someone about something that makes you upset, unhappy, or worried. It's like saying, "I don't like this," or "This needs to change." Complaints help us know when something isn't right, so we can work together to fix it and make things better for you.

Lifelink want to know when we have done things well and if things have gone wrong. We try hard to provide a good service to all young people that we work with, but we know that sometimes you may feel unhappy about something we have done. If we have done something wrong, you have the right to complain about it.

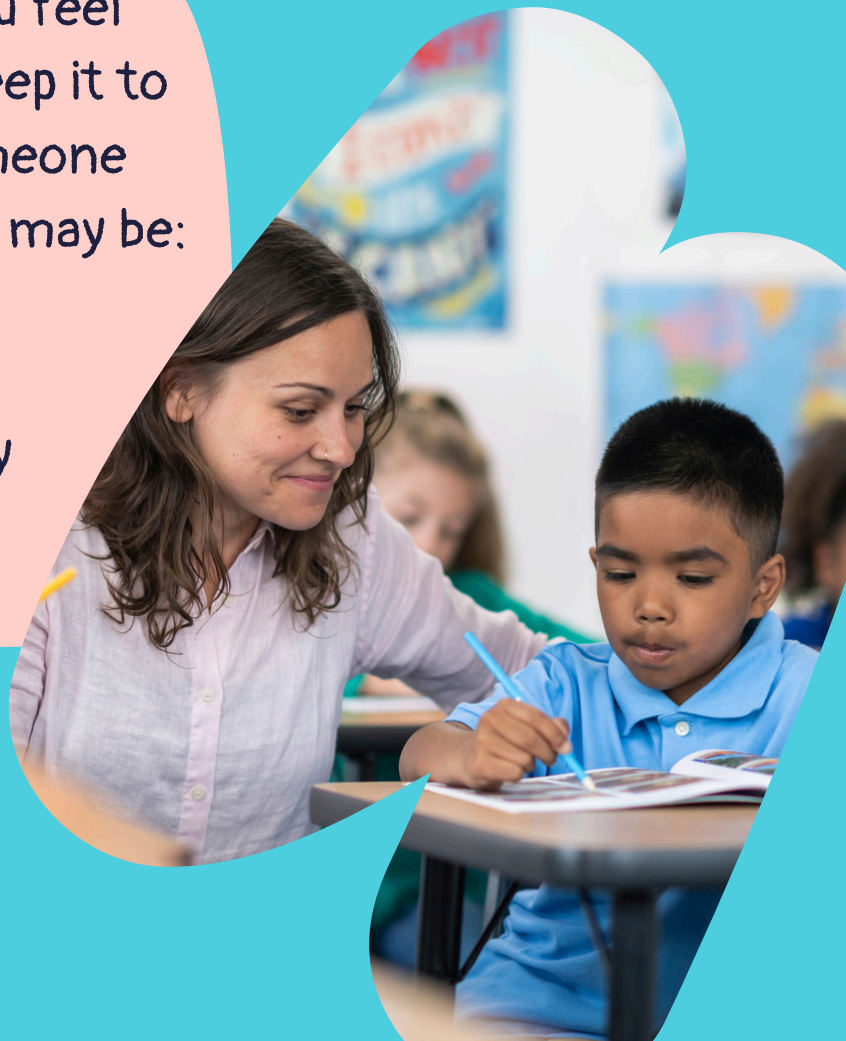


## Here are some examples of things that might be complaints

- I do not feel that I am being listened to
- I don't understand or like the way things are being explained to me
- I don't feel safe sharing my thoughts
- I was told something that wasn't true
- I don't think the advice I was given was helpful
- My time with my counsellor keeps getting cancelled or changed

When something makes you feel unhappy or worried don't keep it to yourself, please talk to someone you feel you can trust. This may be:

- A friend
- A teacher
- Someone in your family
- A carer
- A social worker



# You Have Rights!



The United Nations Convention on the Rights of a Child supports the human rights of children and young people. It says they should be treated with respect.

**Article 12:** 'the right to have a say

**Article 13:** 'the right to information

**Article 19:** 'the right to be safe'





# Making A Complaint

Here are the steps Lifelink would follow when you have a complaint

## Step 1

### What you need to do

- Share your complaint and how you are feeling with your youth counsellor or someone you trust.
- They will listen to you and try to fix what's wrong.

### What we will do

- If your youth counsellor isn't able to fix what's wrong, someone else from Lifelink will meet with you to talk about your complaint and how you are feeling.
- This will be in person, by telephone or video call.
- This meeting will be within 10 days of you making your complaint.
- After 5 days we will explain to you in person and in writing how we will fix your complaint.
- If you are not happy with what we have done, you can ask for your complaint to go to Step 2 - this is called a formal investigation.



# Making A Complaint

## Step 2

### What you need to do

- Complete the form linked at the end of this leaflet
- The form will ask questions that will help you think about what you want to say.

### What we will do

- Within 5 days of you completing the form, your complaint will be investigated by one of our team.
- They will record your complaint and what you want to happen.
- We will explain to you within 10 days with what we have found out and what we will do.
- If you are still not happy with how things have been handled, there is one more step you can take.



# Making A Complaint

## Step 3

### What you need to do

- If you are still not happy with how your complaint was handled, you can ask for it to be looked at again. This is called an appeal.
- You can speak to your youth counsellor or complete another form explaining why you are still not happy.

### What we will do

- Within 5 days of receiving your appeal, a senior manager, who was not involved before will review your complaint.
- They will look at everything again to make sure it was handled fairly.
- The senior manager will talk to you within 10 days and let you know what they found out and what we will do next.



# We're Here To Help

Remember, its ok to speak up when something is not right. Your feelings and thoughts are important to us, and we want to make sure you feel happy and safe. If you ever have a complaint, please let us know so we can work together to make things better.

If you have any questions or need help, please talk to someone you trust or reach out to us. We are here to listen and support you.



The complaint form can be completed by clicking the button below or scanning the code with your phone.

Click Me



Scan Me

