

How to tell us if you are unhappy

A guide on how to make a complaint if you are a child in Kingston foster care or in an adoptive placement



Do you live with a foster carer or in an adoptive placement?
Are you sometimes looked after by someone else in your family?



If you do and you are unhappy about how you are being looked after, you can tell someone or make a complaint to us. If you are worried, angry or scared, there are things you can do to sort the problem out.

I wish I had someone to tell

I feel sad and I've got tummy ache....



This is what you can do:

Talk to a grown up who you can trust, like a social worker, or a teacher or a friend.

or

Tell our Senior Youth Worker, Barnabus Shelbourne, Tel 020 8547 6792 or 0776 6511089. Or you can email him: barnabus.shelbourne@rbk.kingston.gov.uk

or

Talk to your social worker, who might help you contact Kingston's advocacy service. Advocates are adults who will speak up for you. They do not work for Kingston council.

or

Tell someone at your review meeting.



The Office of the Children's Rights Director at Ofsted has a website for children who are living away from home which has lots of helpful information:

www.rights4me.org

You can also call them on 0800 5280731.

If you have a complaint about our services, you can contact Karen Fenwick, the Complaints and Information Access Officer at Kingston Council.

By phone: 020 8547 4716

Or email: Karen.fenwick@rbk.kingston.gov.uk

Or you can write to her. This is her address:

Karen Fenwick

Complaints and Information Access Officer

Royal Borough of Kingston upon Thames

Guildhall

Kingston upon Thames

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