



## Comments, Complaints and Suggestions

### When is a complaint not a complaint? When it's a comment!

Have you ever had something to say about a service you've received but didn't want to make a complaint. Do you think that making a complaint is the only way to get views heard? **Well its not!**

Local Authorities must have, by law, a procedure for listening to any comment or complaint made by:

- Children looked after by them
- Children not looked after by them but in need
- Parents of such children
- Local authority foster carers
- Other people with sufficient interest in the children

Sometimes the word **representation** is used instead of complaint, comment or suggestion, but it means the same thing, its just the word that's used in law.

**Remember...** **YOU HAVE THE RIGHT** to make a comment or a complaint about services or accommodation you have received, or a local authority's refusal to provide these things. You might have a suggestion about how things might be done better. **Don't be put off its your right to have your say.**

The local authority must publicise the way they deal with comments and complaints, so there should be leaflets or posters for you to read. See if you can get hold of one! Does it tell you about representations?

