

Complaints Procedure

Introduction

We aim to provide the highest standards of work and service and to resolve any concerns about us immediately. However, if we cannot do so and you wish to make a formal complaint, this procedure explains how to do so and how we will investigate and respond to it.

How to make a complaint

Formal complaints can be sent in hard copy or emailed. We do not offer office appointments for formal complaints to be made in person.

The postal address for complaints is:

The Children's Commissioner's Office
Sanctuary Buildings
Great Smith Street
London
SW1P 3BT

The email address for complaints is:

info.request@childrenscommissioner.gsi.gov.uk

What you need to tell us

If you would like to make a complaint, you will need to mark the correspondence clearly as 'formal complaint', describe your concerns and let us know your name, address and telephone number so that we can respond.

If we can resolve your concerns immediately, we will do so. If we cannot do so, we will record your concerns as a formal complaint.

Resolving complaints

Stage one

We will aim to acknowledge your complaint within two working days and allocate a staff member to handle it. That person will aim to send a reply to your complaint within a further 20 working days. If this is not possible because, for example, an investigation has not been fully completed, we will send a progress report with an indication of when a full reply will be given.

The response should describe what has been done to investigate the complaint, the conclusions from the investigation, any action taken as a result of the complaint, and the reasons for any decision to reject the complaint.

Stage two

If you do not feel that the problem has been satisfactorily resolved at Stage One, you may ask for the complaint to be reviewed by the Children's Commissioner or, if your complaint is about the Children's Commissioner personally, for it to be referred to the Department for Education.

We will aim to acknowledge this request within two working days of receiving it, confirming that your complaint is being dealt with by the Children's Commissioner and when you can expect a full reply.

The Children's Commissioner may investigate the complaint herself or delegate responsibility for doing so to a member of her senior management team. You will receive a response within a further 20 working days, setting out the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken by the Children's Commissioner at this stage is the final internal stage of our complaints procedure. If your appeal is rejected, the OCC will not engage in further correspondence on the matter.

If you are not satisfied, however, you may complain to the Department for Education, the Government Department which sponsors our work.