

What to do if you want to make a complaint

A step by step guide



What is a complaint?

We welcome all feedback, positive or negative, from children, young people and parents who come to Anna Freud National Centre for Children and Families.

A complaint is letting us know that you are unhappy with your experience at the Centre and it needs a response from us.

All complaints should receive a full response which shows that your concerns have been listened to. This will include an apology, where applicable, and any action that has or will be taken.

Who can complain?

Complaints can be made by service users or, on their behalf, by a person of their choice, with their consent.

The Centre will not give out information to others about service users without their written consent.

Court assessments

Complaints regarding court assessments can only be heard within the court process and must be taken up with your legal representative.

There are strict rules regarding court assessments which the Centre must comply with.

Step 1: Informal complaints

Please raise your concern with the member of staff you have been working with; they will try to resolve your concern straightaway.

Some complaints may need an investigation, which could take more time.

If you prefer, you can speak to the manager of the service, rather than the person you have been seeing.

If you are not sure who to speak to, please ask our reception staff or telephone the Centre on 020 7794 2313.

Step 2: What if I want to make a formal complaint?

If you would like to make a formal complaint please contact the Centre's Chief Operating Officer stating what you are unhappy about.

She will try to help you by taking up your complaint with the relevant manager.

At this stage it is usually helpful to agree the details of your complaint in writing.

Ros Bidmead
Chief Operating Officer
Anna Freud National Centre for Children and Families
12 Maresfield Gardens
London
NW3 5SU
ros.bidmead@annafreud.org

What happens to a formal complaint?

The Centre will undertake a thorough investigation of your complaint.

You will receive a detailed reply from the Clinical Director or a member of the Senior Leadership Team within 15 working days.

Step 3: What if I am not satisfied?

If you are not satisfied with the response you receive, you can ask the Centre's Board of Trustees to review it, by writing to the Chair of Trustees:

The Chair of Trustees
Anna Freud National Centre for Children and Families
12 Maresfield Gardens
London
NW3 5SU

You may be invited to meet with a Trustee and the Clinical Governance Leadership Board Chair to talk about your concerns.

You may bring an advocate to support you at the meeting. Our Advocacy Leaflet provides more information about this.

You will be notified of the outcome of the investigation within 15 days of any meeting. The decision of the Trustee is final and there is no further right of appeal.

Duty of Candour

We have a duty to our service users to adopt an open and honest approach. If you feel that you have not received appropriate levels of openness, please speak to us about this.

Other feedback

If you have any other feedback that you would like to share with us, please speak with a member of staff or contact us at:
Email feedback@annafreud.org

Other languages and formats

If you would like this leaflet in a different language or format please ask at reception or contact us at:

Email: info@annafreud.org
Telephone: 020 7794 2313



This leaflet has been reviewed by the Centre's Parents Panel

Please contact us at

Anna Freud Centre
12 Maresfield Gardens, London, NW3 5SU
Tel: +44 (0)20 7794 2313
www.annafreud.org

Buses:

Nº46 – stops on Fitzjohn's Avenue
Nº13, 82, 113, 187, 268 & C11 stop on Finchley Road.

Underground:

Finchley Road – Jubilee & Metropolitan Lines
Swiss Cottage – Jubilee Line
Hampstead – Northern Line

Overground:

South Hampstead
Finchley Road & Frognal



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