

# Telling us there's a problem - How to make a complaint



We always try to get things right but sometimes things go wrong. When they do, we want to know. We'll take time to find out what's gone wrong and how to put it right.

**i** If the complaint is about someone on a Children's Commissioner's Advisory Group your complaint will start at **step 3**.


If it's about the Children's Commissioner and **step 1** doesn't work, you can jump straight to **step 4**.

## Step 1



### Talk to us

Talk to the **person involved** and tell them there's a problem. They should be able to put things right quickly.

 5 working days.

## Step 2



### Write to a manager

If you still aren't happy, ask their **manager** to deal with it. Write down what you think is wrong and what will make it right.

Someone can help you do this if you want.


 5 working days

## Step 3



### Write to the commissioner

If you still think there's an issue, write to the **Children's Commissioner**. Send her all the information.

 5 working days

## Step 4



### Take it further

If there's still a problem, ask the **Director General for Strategic Policy, Performance and Population** to look at how we've handled your complaint.

 5 working days



When you follow these steps, it helps us sort out issues and learn from our mistakes.



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# Top 10 tips for making a complaint



## Ask for help

Talk to someone you trust and ask them to help you. They can be with you when you complain. You can also use an interpreter or an advocate if you need to.

## Plan what you want to say

You should write down who's involved, what happened and when it happened. This will help you stay to the point and make sure everyone has the facts.

## What do you want?

Decide what you want to happen and ask for it. It could be an apology or ways to stop it happening again.

## Ask

Ask as many questions as you like.

## Remember

Making a complaint isn't a bad thing and won't get you in trouble.



## Speak up as soon as you can

You should tell someone something wrong as soon as possible while it's still fresh in your mind.

## Find out how

If you don't know how to complain, ask about the complaints policy and steps you need to follow.

## Be calm

Try to stay calm and be polite, even if you feel upset.

## Keep notes

This will help you keep track of things. Write down who you speak to, what happens and when.

## Keep at it

Don't be afraid to complain further if you're not happy with the response or you think it's not fair.



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