* Jargon buster

* **Managing Director** — person in charge of all that happens at Coram Voice. They have several people helping them.
* **Board of Trustees** — a group of people that do not work for Coram Voice but that meet quarterly to make sure that children and young people are getting the best service.
* **Chair** (or Chairperson) — the Board of Trustees vote to choose a Chair who is the final person in charge.
* **Complaints Officer** — the person at Coram Voice who is responsible to make sure that the complaints made to Coram Voice are dealt with properly and quickly.
* **Investigation** — what Coram Voice does to understand what happened to make people unhappy about their services.

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How to contact Coram Voice…

You can talk to any member of staff about making a complaint by calling

Coram Voice freephone helpline

0808 800 5792

or the Coram Voice Head Office

020 7833 5792

or you can contact the Complaints Officer straight away at:

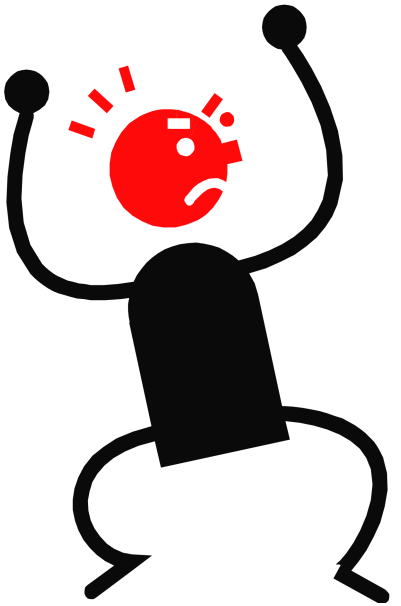
Complaints Officer
Coram Voice, Queen Elizabeth II Centre, Coram Campus, 41 Brunswick Square, London, WC1N 1AZ

Tel: 020 7833 5792
Email: complaints@coramvoice.org.uk
Website: www.coramvoice.org.uk

Charity number 1046207

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Making a complaint…



A step by step guide for young people to Coram Voice's complaints procedure

What is a complaint?

If you are unhappy about your advocate or any other person working in Coram Voice you can make a complaint.

Coram Voice will always listen and help you sort it out, because this is the best way of improving our services to children and young people.

We will try and sort out your complaint as quickly as we can.

Support for you in making a complaint

You do not have to do the complaint all on your own. You can have support going through your complaint and we will give you an advocate if you want one. If you are complaining about your advocate we can offer you a different advocate to support you with your complaint.

If you don't want an advocate from Coram Voice we are happy for you to have support or advocacy from somewhere else.

How does our complaints procedure work?



1. Contact Coram Voice
See back of leaflet for details

2. Stage one: informal part

Someone at Coram Voice will look into your complaint. They will want to speak with you and ask you what you would like to happen. You will have an answer in 3 weeks (15 working days) about what Coram Voice is going to do to try to make things better for you.



3. If you are happy with the answer the complaint is closed.

4. Stage two: Formal Investigation*

If you are unhappy with our response, let us know within 2 weeks (10 working days) and our Managing Director* will ask a person who has not been involved to review your complaint. They have 3 weeks (15 working days) to do this. We will then write to you to share the report and let you know if there is anything more we will do to make things better.



5. If you are happy with the response the complaint is closed.

6. Final review

If you are still unhappy after Stage 2, you must let us know within 2 weeks (10 working days). We will then ask a member of our Board of Trustees* to review your complaint and what we have done to investigate it. They do this as soon as possible. They will decide whether they think you have been treated fairly. Their decision is final.

* See back of leaflet for jargon buster