

# What to do if you want to make a complaint

A step by step guide



**Anna Freud**  
National Centre for  
Children and Families

## What is a complaint?

We welcome all feedback, positive or negative, from children, young people and parents and carers 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, that you would like us to be aware of your concerns and provide you with a response.

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?

Anyone who uses our services can complain. A complaint can be made directly or, on your behalf, by a person of choice. Parents or carers may wish to make a complaint on behalf of their child.

If you are complaining on someone else's behalf, other than your child's, the Centre will not give out information about service users unless their written consent has been given.

## Court assessments

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

Complaints regarding court assessments can only be heard within the court process and must be taken up with your legal representative, if you have one, or directly with the judge in your case.



## 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 would like to make an informal complaint by telephone, please contact our main switchboard on (0)20 7794 2313 and our reception team will ensure you speak to the right person.

## 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 using the contact details below or online via: [www.annafreud.org/complaints](http://www.annafreud.org/complaints).

Ros Bidmead  
Chief Operating Officer  
Anna Freud National Centre for Children and Families  
4-8 Rodney Street  
London  
N1 9JH

Email: [ros.bidmead@annafreud.org](mailto: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 Director of Clinical Division 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  
4-8 Rodney Street London  
N1 9JH

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, including how an advocate can support you at any stage of the complaints process.

You will be notified of the outcome of the investigation within 15 working 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.

## 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](mailto: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](mailto:info@annafreud.org)

Telephone: +44 (0)20 7794 2313