

## COMPLAINT FORM

My name is: \_\_\_\_\_

My age is: \_\_\_\_\_

My address is: \_\_\_\_\_

My e-mail address is: \_\_\_\_\_

My phone number is: \_\_\_\_\_

People helping me make the complaint are: \_\_\_\_\_

I want to complain about (if you need more space, write your complaint on a piece of paper and sent it to us at the address above):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



What I want to happen:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I would like an advocate: Yes / No

If you're unhappy, it's important that you tell us. You won't get into trouble just because you complain.

Send this form to:

Mr Alan Oliver  
Independent Complaints Officer  
G1 Branch  
HQ UKSC(G)  
BFPO 140



## COMPLIMENTS & COMPLAINTS

UKSC(G) Community Services & Social Welfare



*A Guide to the UKSC(G)  
Complaints and  
Compliments Procedure.*



**CHILDRENS SAY**

## TALK TO THE COMPLAINTS OFFICE.

British Forces Germany and European Support Group areas have a Complaints Officer. Alan is here to listen and can help you to get things sorted out.

Alan works at JHQ Rheindahlen - away from the Social Work, Education and Health teams.

## WHY DO CHILDREN & YOUNG PEOPLE COMPLAIN?

- Social Worker, Health Worker or School Staff haven't done something they should have.
- Not being listened to, or your views are not being taken seriously.
- Not happy with Social Services, Health Care, School and Community Services.
- Don't like Social Worker/Foster Carer/ Doctor/Nurse/Teacher.



## HOW CAN YOU COMPLAIN?

- Ask someone to help you write down your complaint and this could be your Social Worker, Teacher or your Health Worker, or you can call 0049 (0)2161-472-6423.
- You can also ask for an advocate, who is a person who will help and support you to let others know what you think.
- Access: [www.bfgnet.de/community/complaintsandcomments.htm](http://www.bfgnet.de/community/complaintsandcomments.htm) for more details.
- Complete the enclosed form and send to:

Independent Complaints Officer

G1 Branch  
HQ UKSC(G)  
BFPO 140

## TELL US ABOUT THE GOOD THINGS TOO!

Tell us about things you are happy with, or staff who have helped you.

## WE CAN GET THINGS SORTED OUT.

It can be hard to talk about your worries. If you tell someone they can start to help make it better.

You do not have to suffer in silence.

## IT'S OK TO COMPLAIN.....

If you don't feel you can talk about it with someone close to you, or if talking hasn't helped, you can make a complaint.

Letting us know about problems can be a real worry, but if you don't tell us your problems, we won't be able to sort them out.

Complaints Office staff will:

- ❖ Listen to what you have to say.
- ❖ Only share what you say with people who need to know.
- ❖ Not blame you for what you say.
- ❖ Try and get things sorted out as quickly as possible.

