

# How to make a complaint

## Children's Rights Alliance for England

The Children's Rights Alliance for England (CRAE) is committed to positive and equal working relationships with children and young people. Staff and volunteers are expected to treat all children and young people with dignity and respect.

**If you are not happy with any part of CRAE's work, or with the behaviour of a member of staff or volunteer, you have the right to make a complaint.**

1. Send your complaint, in writing, to the address at the bottom of this leaflet. You can send a letter, e-mail or text message.
2. In no later than 3 working days, you will get a letter or an e-mail confirming that your complaint has been received.
3. You will be able to meet CRAE's national co-ordinator to talk about your complaint. This meeting should take place within 10 working days of your complaint being received. If your complaint is about the national co-ordinator, the meeting will be with the Chair or Vice Chair of CRAE's Council of Management.
4. If your complaint is about a member of staff or a volunteer, that person will be given the chance to tell his or her version of events to a manager.
5. CRAE aims to sort out complaints within 1 calendar month. If your complaint has not been sorted out by this time, a complaints panel will be set up. This panel will meet within 10 working days to decide how to sort out the complaint.
6. 3 members of CRAE's Council of Management will sit on the complaints panel, including the Chair or Vice Chair, and 1 member aged 17 or under. You will be invited to the panel meeting. If your complaint is about a member of staff, he or she will also be invited.
7. CRAE will pay for travel expenses (if you are a child or young person) to make sure you can take part in the panel meeting. CRAE will also pay for the reasonable costs of an independent advocate if you want one to come to the meeting.
8. The complaints panel will talk about the complaint and agree a solution. The panel will make sure everyone has a fair chance to speak and will aim to find a good way forward for everyone involved.
9. CRAE's Chair or Vice Chair will contact you 2 months after the panel meeting to make sure you are happy with the way your complaint was dealt with.
10. If you are not happy with the way the complaint was dealt with, another meeting of the complaints panel will take place.

**CRAE national co-ordinator (or CRAE Chair)**  
**Children's Rights Alliance for England**  
**94 White Lion Street**  
**London N1 9PF**  
**E: [info@crae.org.uk](mailto:info@crae.org.uk) Mobile: 07943 316450**