



# How did we do?

How to give feedback to One Adoption West Yorkshire



Although we always try to provide the best possible services, we don't always get things right the first time.

For this reason, if you feel we could have done things better then we welcome complaints from you.

We use complaints as a way of being able to reflect on what we've done, and to consider if we could have done better.

If, and when, we see that we have done things wrong then we will apologise, try to set things right and learn from our mistakes.

As well as complaining, you can also make comments, or compliment us if you think we have done something well.

## How can I do this?

1.

The easiest way for you to complain is to talk to the member of staff who provides a service to you. They may be able to sort out your complaint quickly.



2.

If you have tried this but are still unhappy, or you would rather tell someone else you can:

**Email:**  
**complaints.children**  
**@leeds.gov.uk**



If you have said something good about someone or something, we will tell them what you have said.



**Or ring:**  
**0113 378 5111**

If you are making a complaint we will appoint someone to look into it. This will usually be a manager from the service area you are complaining about. One Adoption West Yorkshire and Leeds children and families services are committed to resolving complaints with you. This means that the manager looking into your complaint will want to meet with you to hear what you have to say and try to resolve your concerns quickly. This should be between 10 and 20 working days.



If you would like further information about how the full complaint procedure works, please let us know when you contact us.

Our host authority is Leeds City Council, so their children and families customer relations team handle our escalated complaints.