



Lambeth Youth Justice Service (LYJS)

Complaints Process

Date of Implementation	July 2022
Reviewed	December 2024
Next Review	December 2025

At Lambeth Youth Justice Service (YJS) we want to provide a high quality and professional service to all the children and families we work with. We know that we can always improve on what we are doing. Any complaints we get help us to improve on what we are doing and how we are working.

What is a complaint?

A complaint is how you can tell us if you are not happy or disagree with something. A complaint is also how you can tell us if you are concerned or worried about something. This can be about the YJS, members of staff, and/or volunteers.

How does a parent/carer make a complaint?

The easiest way to do this is to speak with the case manager, who is working with your child about the matter. If this does not resolve the issue you can speak with their line manager, who is allocated to that member of staff.

To get in contact with the line manager please contact our duty line (0207 926 2644). Here you can request to speak to the duty manager. You may prefer to contact us via email: yjsbusinesssupport@lambeth.gov.uk

How does a child make a complaint?

The best way to do this is to speak to your case manager and/or a specialist member of the team that you are working with and feel comfortable speaking to. You can also attend Brixton Water Lane (YJS Office), if you feel safe to do so. Here you can speak to the duty officer, in person. You can also call the duty line on (0207 926 2644).

Formal complaint

If you would like to make a formal complaint, you can complete our online form (please see link below). We will aim to respond to you within 20 working days.

Link: [*Make a complaint about children's social care*](#)

If you'd prefer to put your complaint in writing, please email: complaints@lambeth.gov.uk or write to us at:

London Borough of Lambeth
PO Box
734 Winchester

If you're complaining on behalf of someone else, please include their details and signed confirmation that you have permission to act on their behalf.