



Westmorland
& Furness
Council

Working for Cumberland Council and
Westmorland & Furness Council

The Homestay Complaints procedure is set out in the Statement of Purpose and young persons guide. But for ease please see below.

From Statement of Purpose-

Complaints and Advocacy

All the Care Staff and hosts are here to help, listen and support young people. We encourage them to try not to keep problems to themselves and talk to their host, friends, Social Worker or Pathway Worker. We would like to help them resolve any problems or complaints they may have. *They can make a complaint to Cumberland Council's complaints department; the details are below:*

Complaints Team Children's Services
Cumberland Council
Cumbria House,
117 Botchergate,
Carlisle,
CA1 1RD
01228 607140

You can email directly on Complaints@cumberland.gov.uk

The policy can be found here - [Complaints and Representations \(trixonline.co.uk\)](http://trixonline.co.uk)

Advocacy & Support -An Advocate is a person who is there to help you sort out any issues or complaints about the support you receive from the staff team, Social Worker or Pathway Worker. They do not work for the local authority or for the supported accommodation, so they are independent. A NYAS Officer will visit the young person if required to speak to them about the support received. The young person can call a NYAS Officer on **0151 649 8700**

The complaints procedure will be shared at the start of a provision and with all hosts this will be discussed as part of regular supervision.

The Homestay Manager will inform the young persons social worker, the supported accommodation Service Manager and Nominated person of any complaints and outcome raised about the service and its hosts.

From Young Person's Guide

Complaints & Advocacy



All the hosts are here to help, listen and support you. Try not to keep your problems to yourself – talk to your host, your friends, your Social Worker or Pathway Worker. We would like to help you

resolve any problems or complaints you may have. ***If you wish to take the matter further, you can make a complaint to Cumberland Council's complaints department, the details are below:***

Children's Services Cumberland Council Cumbria House, 117 Botchergate, Carlisle, CA1 1RD	Dame Rachel De Souza Children's Commissioner for England 20 Great Smith Street, London, SW1P 3BT Email: info.request@childrenscommissioner.gsi.gov.uk
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If you make a complaint to a member of staff, pathway worker or social worker they will record it on our electronic system. Your complaint will be dealt with seriously and you will be informed how the process will work and kept up-to-date with any investigation. You can also make a complaint without informing the staff team by contacting Cumbria County Councils complaints department directly.

You can email directly on Complaints@cumberland.gov.uk

Advocacy & Support -An Advocate is a person who is there to help you sort out any issues or complaints about the support you receive from the host, Social Worker or Pathway Worker. They do not work for the local authority or for the supported accommodation, so they are independent. A NYAS Officer will visit the home if you require this to speak to you about the support you receive. You can call a NYAS Officer on **0151 649 8700**

SOME USEFUL CONTACTS	
CHILDREN'S SERVICES	0300 373 3730
CHILDLINE	0800 1111
COMPLAINTS	01228 607140
NHS Urgent and Emergency	111 or 999
Addiction Helpline	0800 044 8267
LGBT Helpline	0890 929 539
NSPCC	0800 800 5000
NYAS	0808 808 1001 or 0151 649 8700
OFSTED	0300 1231231
SAMARITANS	01229 825656
CADAS (Drug & Alcohol Support)	0300 111 4002

