

ESSEX CHILDREN IN CARE COUNCIL

HAVE

YOUR

SAY!

CHILDREN AND YOUNG PEOPLE MAKE YOUR VOICE HEARD!

When something is not going right it is important that you seek support so that your concerns can be looked into to resolve them as soon as possible. Your concerns will be considered under the Complaints Policy and will be treated in confidence. If you are unhappy with something Children and Families is doing, or not doing, you can speak to someone from the Compliance and Complaints team by:

Telephone: 03330136664

Email: haveyoursay@essex.gov.uk

Online form: <https://www.essex.gov.uk/complaints>

Text: 07788 546 285

Essex Advocacy Service,
Rethink, will also be happy to
do this on your behalf and
can be contacted on
Telephone: 0300 7900 559
or Email:
essexadvocacy@rethink.org

What is a Complaint?
A statement something is unsatisfactory
or unacceptable, or an expression of
dissatisfaction requiring a remedy