

Complaints & Compliments

A quick guide for children and young people



This leaflet was designed with the help of
One Voice Youth Network

BUSINESS REPLY SERVICE



Complaints Manager
Social Care Customer Services
Care, Wellbeing and Learning
FREEPOST
Civic Centre
Gateshead
NE8 1HH

Complaints & Compliments

You can make a complaint or compliment about any social care service you receive. It could be about where and who you live with. You might feel you aren't being supported enough or that something is taking too long to sort out. You might be pleased about something that has happened to you or someone who has helped you.

1 If you are unhappy or have a problem about your care service

You should talk to someone you trust first. This could be your social worker, foster carer, teacher, or member of staff at your home, as they may be able to sort out what's bothering you very quickly.

You can also talk to the Children's Rights Officer or the Complaints Manager who will also be able to help you; or use the tear off slip opposite and post it (no stamp needed).

If you want to talk to someone outside the Council you can also contact NYAS (National Youth Advocacy Service), Ofsted or the Local Government Ombudsman (LGO).

2 If you need help making your complaint

The Children's Rights Officer will help you or we can arrange for an advocate - someone who doesn't work for the Council to support you and make sure you are being listened to.

3 Stage 1 - quick and informal

We will tell the Team Manager about your complaint and an investigating officer will look into it.

The investigating officer will talk to you and the Team Manager, and will decide what will happen.

The investigating officer will then tell you the outcome of your complaint, usually within 10 days, but it may take longer if your complaint is complicated.

4 If you are still unhappy

You can take your complaint further and each stage will be explained to you:

Stage 2 - a senior manager and independent person will investigate your complaint and will write to you with the outcome.

Stage 3 - an Independent Review Panel will look into all stages of your complaint and will make recommendations.

5 Who to contact and how

Complaints Manager, Civic Centre - phone 0191 433 2408 / 2692 or text "COMPLAINT CALL BACK" with your contact details to 07736 287 376 or email enquiries.cbs@gateshead.gov.uk

Children's Rights Officer, Civic Centre - phone 0191 433 2647 / text 07795 021 819 or email rights@gateshead.gov.uk

NYAS (National Youth Advocacy Service), FREEPHONE: 0808 808 1001 Mon - Fri 9am - 8pm, Saturday 10am - 4pm (excluding Bank Holidays) or email help@nyas.net

Ofsted, Piccadilly Gate, Store St, Manchester, M1 2WD
Phone 0300 123 1231 or email enquiries@ofsted.gov.uk

Local Government Ombudsman (LGO), PO Box 4771, Coventry, CV4 0EH
Phone 0845 602 1983, Text "Call Back" on 0762 480 3014 or email advice@lgo.org.uk

Please use this form to tell us about anything you are not happy about. It is also important to let us know when things are going well. You can also use this form to make a compliment and tell us something you are pleased about.

Name: _____
Current address: _____
Phone number: _____

My complaint or compliment is...

I want you to...

MOISTEN HERE

MOISTEN HERE

TEAR HERE

MOISTEN HERE

MOISTEN HERE

MOISTEN HERE