

One minute guide



A Guide to Complaints, Comments and Compliments

Children's Social Care would like to hear from you:

- If you are not happy with what's happening to you
- If you have a problem and you don't think that people are helping you
- If you want something to happen in your life and think that nobody is listening to you

What can you do to try and get things sorted?

The easiest and quickest way is to talk to your Social Worker and ask him/her to help you

- You can speak to your Independent Reviewing Officer (IRO)
- You can ring NYAS (National Youth Advocacy Service) on 0800 61 61 01 to ask for an Advocate. <https://www.nyas.net/>
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- You can contact the Complaints, Comments and Compliments Team by telephone on 0300 131 2 131. They will find out what is bothering you and they can start helping you straight away. If they are busy, leave a message and they will ring you back as soon as possible. You can also contact us online at [Contact us | North Yorkshire Council](#)

When you contact the Complaints Team they will:

- Try to help you sort out the problem as quickly as possible
- Let you know that you can have an Advocate and will help you with arranging this
- Ring the manager of the team working with you, to talk about your concern and try to sort something out straight away.
- Help and explain to you how your complaint will be dealt with and explain each stage. If you want to find out more, go to this site : www.northyorks.gov.uk/complaints

We would also like to hear about:

Comments:

Please let us have your ideas for improving our service to you. By doing this you may not only be making things better for yourself but also for other children and young people who use our service.

Compliments:

When someone who supports you, for example your Foster Carer, your Social Worker or your IRO does something well, it would be good for them to know this. Please let us know so that they can be thanked.

You can contact the CYPS Complaints, Comments and Compliments Team by:

Phone: 0300 131 2 131

Email: cyps.contactus@northyorks.gov.uk

Letter: CYPS Complaints & Commendations Team, North Yorkshire County Council, County Hall, Northallerton, North Yorkshire DL7 8AE.

You can also go online to fill out an online form which will go straight to the Complaints team.
[Complaints, comments or compliments | North Yorkshire Council](#)

Contact us

Online: northyorks.gov.uk/contact-us

By telephone: **0300 131 2 131**

North Yorkshire Council, County Hall, Northallerton, North Yorkshire, DL7 8AD

You can request this information in another language or format at
northyorks.gov.uk/accessibility

