

Children and Young People's Services

Children's Comments and Complaints

Complaints

We want you to tell us how you feel about your life in social care and the social care staff who support you – especially if things go wrong.

If you're unhappy about the way you are treated or supported, you should, if you can, talk about it first with the people who support you. You could also speak to any member of staff in social care. But if things still aren't sorted out, you can make a complaint.

What can I complain about?

Anything to do with the way you are cared for, such as:

- how you are treated by carers or social care staff
- you don't feel anyone listens to you
- decisions about you that are made by others and don't include you
- you aren't allowed to attend your review
- the people you live with don't care about you
- other people are told information about you which they don't need to know.

What difference will it make?

By telling us why you are unhappy we can:

- try to make things right for you
- apologise for anything we could / should have done differently
- take action to make sure things are done right in future.

How do I complain?

Fill in the form at the end of this leaflet and post it – you don't need a stamp.

Contact the Customer Care Manager (the person in charge of complaints) by phoning: 0345 045 5203 or texting on 07795 092 404

Can I get Help to Complain?

Yes . You can ask your social care worker, a teacher, or a friend. You can also ask the National Youth Advocacy Service (NYAS) , who are independent from the Council on 0800 616101, or

text on 0777 333 4555 (NYAS) or

email help@nyas.net,

They will be very happy to help you with making your complaint.

They have a website at www.nyas.net and their support is free.

You can also ask the Customer Care Manager (CCM) to find someone to help you. This person will be an advocate, who is someone who can help you say what you want to say.

What Happens Then?

The CCM will ask a local manager to look into your complaint and let you know what they find. They will try to do this within 10 working days. Most problems can be sorted out at this stage.

If you are unhappy with what the local manager tells you, tell the CCM.

The CCM will then talk with you about why you are still unhappy and what can be done about it. If you and the CCM agree a Stage 2 investigation is the best next step, the CCM will ask an independent investigator and an independent person to look into your complaint; the independent person is there to make absolutely sure that the investigation is carried out properly.

These two people will visit you to discuss your complaint and talk with the other people involved. They will see if anything can be done to sort things out there and then; if not, they will write a report saying what they think should happen. This should take around a month. We will then write to you to say what we are going to do as a result of their report; we will usually want to with you and talk to you about it as well. You will normally get a copy of the report itself, but if not, we will explain the reasons why.

What if I'm still Unhappy?

If you are still unhappy, tell the CCM who will talk through the options with you. If you and the CCM agree that a Review Panel is the next best step this can be arranged. A Review Panel looks at how your complaint has been investigated and what we have done as a result. There are three people on the Panel; none of them work for the Council

You can attend the Panel meeting if you want and can bring someone to support you or to speak on your behalf. The Panel will then decide if anything else needs to be done about your complaint and will write to the Council – who will then write to you to say what they will do.

But I'm Still Not Happy...

You can ask a person called the Local Government Ombudsman to look at your complaint. They are completely independent from Council.

How to contact the Local Government Ombudsman (LGO)

Call the LGO Advice Team on 0300 061 0614 or 0845 602 1983 to discuss your complaint.

They can take all the details by phone (instead of writing) if you wish.

They welcome calls from textphone users using Typetalk.

Go to their website at www.lgo.org.uk where you will find more detailed information about their service and an online complaint form.

Email Advice@lgo.org.uk

Fax on 024 7682 001

Text "call back" on 0762 480 4299

Write to The Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH

Please include a daytime telephone number so they can contact you to discuss your complaint.

This leaflet is produced by Cambridgeshire County Council, Children and Young People's Service, Social Care Complaints Team, Freepost CC1011, Shire Hall, Cambridge CB3 0AP

Contact us by phone on 0345 045 5203

Or Email: customercare@cambridgeshire.gov.uk

Comments and Complaints

Please give this form to the Manager responsible for the service you receive OR send it to the Customer Care Manager

Service User's Name

Date of Birth

Address

.....

Post Code

Phone Number

If you are writing on someone's behalf

Your name

Your relationship to the Service User

Your Address

.....

Post Code

Phone Number

I wish to make a (please tick)

Positive Comment Suggestion Representation Complaint
(Comment about Council policy)

Which part of the service do you want to comment on?

Please give us details (If there is not enough room here, please use a separate piece of paper and attach to this form)

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Signed: Date:

.....fold here.....

The Customer Care Manager
Children's Social Care Complaints
FREEPOST
CC11011
Shire Hall
Cambridge
CB3 0AP