



## 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 care or when social workers visit you at home – especially if things go wrong.

If you're unhappy about the way you are treated or cared for, you should, if you can, talk about it first with the people you live with. Or you can speak to your social worker. 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 workers
- 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.

### How Do I Complain

- fill in the form at the end of this leaflet and post it. **You don't need a stamp**
- phone the Customer Care Manager (the person in charge of complaints) on **01223 699223** or text on **07795 092404**

### Can I Get Help to Complain?

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

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

### What Happens Then?

The Customer Care Manager 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 aren't happy with what you hear from the local manager, tell the Customer Care Manager. They will then 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 come and talk to you about it as well. You will normally get a copy of the report itself.

### What If I'm Still Unhappy?

You can ask for a Review Panel to look 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 the Council.

### How to contact the LG Ombudsman

Call the LGO Advice Team on **0845 602 1983** or **024 7682 1960** to discuss your complaint. They can take all the details by phone instead of in 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 our service and an online complaint form.

Email **advice@lgo.org.uk**

Fax us on **024 7682 0001**

Text 'call back' on **0762 480 4323**

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.

## Children and Young People's Services COMMENTS AND COMPLAINTS

This leaflet is available on request in large print, Braille, Urdu, Bengali, Vietnamese or any other language and on tape, CD/DVD.

**THIS LEAFLET IS PRODUCED BY  
CAMBRIDGESHIRE COUNTY COUNCIL  
CHILDREN AND YOUNG PEOPLE'S SERVICES  
CUSTOMER CARE DEPARTMENT CC1313  
CASTLE COURT  
SHIRE HALL  
CAMBRIDGE  
CB3 0AP**

**OR CONTACT US BY:  
TELEPHONE: 01223 699663  
FAX: 01223 699700  
EMAIL: [customercare@cambridgeshire.gov.uk](mailto:customercare@cambridgeshire.gov.uk)**

REF: SOC999cyp - MARCH 2009

## 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:   
Address:   
 Postcode:   
Phone No.

**If you are writing on someone's behalf.**

Your Name:   
Your Address:   
Phone No.

**I wish to make a:** (please tick)

Positive comment     Suggestion     Representation     Complaint

**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 it to this form).

---

---

---

---

---

---

Signed:  Date: / /

FOLD HERE (seal edges and post return)

**The Customer Care Manager  
FREEPOST  
CC1313, Castle Court  
Shire Hall  
Castle Hill  
Cambridge  
CB3 0AP**