

How do I contact Customer Care?

Telephone: 0303 333 4300

Email: Cyppolicy@halton.gov.uk



You can write a letter or send the form below to
Children Services, Education, Inclusion and Provision Department,
PO BOX 317, Runcorn, WA7 9BZ
(you don't need a stamp).

Name

Address

Telephone number

Email

What do you want to tell us

Signature

Date

For full Privacy Notice, visit Halton Borough Council's website:

www3.halton.gov.uk/Pages/councildemocracy/pdfs/dataprotection/privacynotices/PN-ChildrenSocialServicesComplaints.pdf

Let us know!



Do you have a Social Worker, or
live in in a foster home or a
children's home, do you want to
let us know something or need
something sorting out?

Talk to us, we want to listen

Tell us about:

- Just being really happy with everything they are doing for you.
- A decision being made which you don't agree with.
- How you are being cared for.
- Not having contact with people important to you.
- Not being included in discussions about your life.
- Being treated unfairly by your social worker or carer.



We try hard to do our best for everyone, but sometimes we get things wrong and make mistakes. If we say we are going to do something and then don't, if something we do doesn't work for you or if we treat you unfairly you must tell us.

It's OK to complain. Don't be scared - we will listen and take your complaint seriously because we want to:



- put things right for you
- learn where we went wrong
- not make the same mistake again.



Who can I tell?

If something goes wrong you are not alone, there are people who want to help you. You can talk to someone you trust, like a teacher, someone in your family, your carer, social worker, support worker or key worker if you have one or, you can speak to our Customer Care Manager who deals with complaints.



What happens if I complain?

If you need help to talk about your complaint the Customer Care Manager can get an advocate to help you or you can contact them yourself. NYAS: **0808 8081001** or email **help@nyas.net** website **www.nyas.net/** An advocate is someone you can speak to in confidence and who does not work for Halton Council, they can help you have your say.

Stage 1

If you need to complain, the team working with you will do their best to sort out the problem within 10 to 20 working days.



Stage 2

If you don't feel this has sorted your complaint, you can ask for it to be looked at again by someone who is independent. You will be given a report with a letter from a senior manager between 25 to 65 working days.



Stage 3

If you are still unhappy you can ask for a Review Panel of 3 independent people who will meet, discuss and provide a view of your complaint.



What if I am still not happy?

If you are unhappy with how we deal with your complaint and what we decide to do, you can ask the Local Government Ombudsman to look at it at any time, they can be contacted on **0300 061 0614** **www.lgo.org.uk**

The Children's Commissioner makes sure that adults who work with children think about their needs and listen to their views.
0844 800 9113 **www.childrenscommissioner.gov.uk**