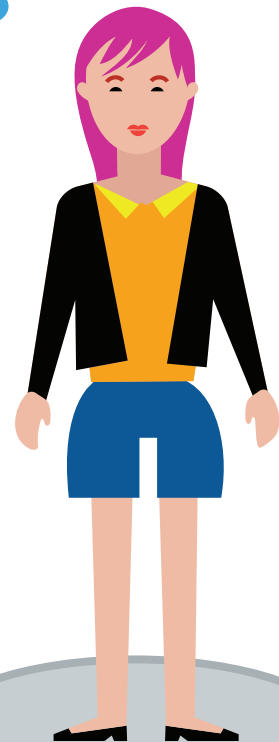




Shropshire  
Council

TELL US  
WHAT YOU  
THINK



**Children and  
Young People's  
Comments, Complaints  
& Compliments**

Adult Version



# Your Views Matter

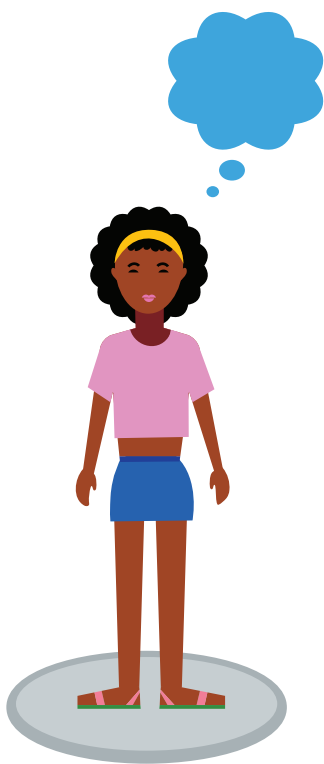
If you are not happy with the way that you have been treated or feel that you are not being listened to you need to tell someone about it. We will do our very best to help you sort out your problem quickly.

## If you don't tell us how can we help you or your family?

This form is for telling us what you think, if you want to raise an issue the best people to talk to first would be your Social Worker, Support Worker or Service Manager.

If you have already done this and you are still not happy you can make a formal complaint.

There are three stages to getting your complaint sorted out:



**STAGE 1** The Children's Complaints Officer will contact the Service Manager for Children's Services and ask them to investigate your complaint and provide a written response within 10 working days. In some cases it may take up to 20 working days but we will let you know if this extra time is needed and why. If you are unhappy with the response you can request to go to Stage 2.

**STAGE 2** An Investigating Officer who is not part of the service you have complained about, will investigate your complaint in more detail. They will also appoint an Independent Person who does not work for Shropshire Council. It is their job to make sure the complaints process is being carried out fairly and ensure you are listened to. They are not an advocate. The Investigating Officer will aim to send you a report within 25 working days.

**STAGE 3** If you are not satisfied with the decision following the independent investigation, you can ask to have your complaint reviewed by the Complaints Review Panel. Three people who don't know about your complaint will take a fresh look at it. You can attend the panel meeting if you like – with a friend or someone you can trust.

## What you can expect from us

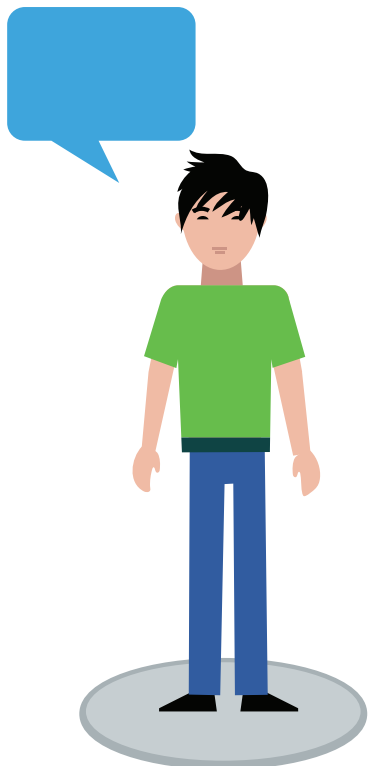
We will write to you within 3 days of receiving your complaint and let you know what we are doing to help you. We will send you a full response to your complaint

- within 10 working days in the case of Stage 1
- within 25 working days in the case of Stage 2 and Stage 3 complaints

More complicated complaints could take more time to investigate. In this instance, a full response may then take longer than 10 or 25 working days. If this is the case, we will keep you informed.

We cannot always promise to get the result you want, but we will make sure that your complaint is dealt with as quickly and as thoroughly as possible and keep you informed of what is happening.





## Who Can Complain

You can complain yourself, or your parent, carer or anyone you trust can complain on your behalf. If you have no one to help you make your complaint or raise the things you are unhappy about, contact the Children's Complaint Officer and they will find you an ADVOCATE. This is someone who will help you and speak up for you.

## Complaints – How to get in touch, You Can

- Speak to your social worker
- Speak to your teacher
- Speak to your carer
- Speak to anyone you trust who you think can help you
- Speak to the Children's Complaints Officer
- Use the form at the end of this leaflet



Telephone: **Children's Complaint Officer**  
**01743 256188**

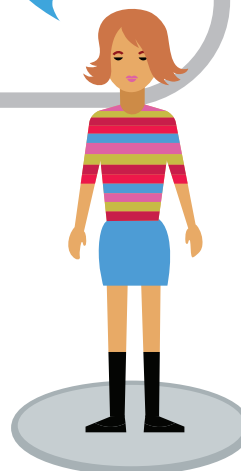


Write to: **Feedback and Insight Team,**  
**Shropshire Council, Shirehall, Abbey**  
**Foregate, Shrewsbury, Shropshire**  
**SY2 6ND**



Email: **Customer.Feedback@shropshire.gov.uk**

Web: **www.shropshire.gov.uk**  
**Have Your Say - (online complaint form)**





# Useful Contacts

## **The Local Government**

### **Ombudsman**

PO Box 4771

Coventry CV4 0EH

0300 061 0614

[www.lgo.co.uk](http://www.lgo.co.uk)

**Tel: 0300 061 0614**

Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

If you are being Looked after in Care you can also contact OFSTED, (they are the government body who inspect councils to make sure they are doing a good job)

### **Ofsted**

Piccadilly Gate,

Store Street,

Manchester, M1 2WD

**Tel: 0300 123 1231**

### **Out of Hours:**

If you need to speak to a social worker urgently outside these hours, call the

### **Emergency Duty Team:**

**Tel: 0345 678 9040**

## **Childline**

**Freephone: 0800 1111**

You can call the 24 hour free service to talk about any problem in confidence.

## **National Youth Advocacy Service (NYAS)**

**Freephone: 0808 808 1001**

Email: [help@nyas.net](mailto:help@nyas.net)

## **NSPCC (Advocacy)**

**Tel: 01785 228888 (staffs)**

Email: [staffordshire@nspcc.org.uk](mailto:staffordshire@nspcc.org.uk)

## **NSPCC Helpline**

**Tel: 0808 800 5000**

## **VOICE (Getting Young Voices Heard)**

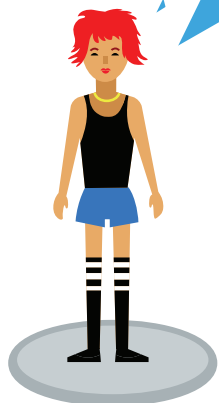
**0808 800 5792**

[www.voiceyp.org](http://www.voiceyp.org)





# Your Feedback



Name: ..... DOB: .....

Address: .....

Postcode: .....

Tel: ..... Mob: .....

email: .....

 Your Compliment ☐

 Your Comment ☐

 Your Complaint ☐

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**What I want to happen:**

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Continue on a separate sheet if necessary



Please fill in the questions below. Although not compulsory, they will help us to ensure that we're delivering a fair and equal service to all our service users.

## GENDER

☐ Female ☐ Male ☐ Mixed

## AGE

☐ Under 18 ☐ 18-25 ☐ 26-59 ☐ 60-74 ☐ Over 75

## ETHNICITY

☐ White British ☐ White Irish ☐ White Gypsy or Traveller ☐ White - Other

☐ White & Black - Caribbean ☐ White & Black - African ☐ White & Asian ☐ Other Mixed

☐ Asian - Indian ☐ Asian - Pakistani ☐ Asian - Bangladeshi ☐ Chinese ☐ Asian - Other

☐ Black - Caribbean ☐ Black - African

☐ Arab ☐ Any other ethnic group

If you have answered 'Other' for any of the above, please specify below.

## DISABILITY

☐ Yes – affecting mobility ☐ Yes – affecting learning disability ☐ No

☐ Yes – affecting hearing ☐ Yes – affecting mental ill-health

☐ Yes – affecting vision ☐ Yes – another form of disability please specify below.

## PLEASE RETURN TO:

**Feedback and Insight Team  
Shropshire Council,  
Shirehall,  
Abbey Foregate,  
Shrewsbury,  
Shropshire SY2 6ND**

If you can read this but know someone who can't, please contact us on **0345 678 9000** so we can provide this information in a more suitable format.

