



Coventry City Council

One Minute Guide

Comments, Compliments and Complaints

Coventry Children's Services are keen to get your feedback about how things are going, your views, ideas, things we could have done differently to support you and your family. For example you can tell us

- What's working well?
- What you are worried or not happy about?
- What you would like to happen next?

Your feedback is helpful to ensure we provide the best service possible.

It's important that you send the feedback to the right person, that may be:

- To the allocated worker
- To the manager of the worker
- Or you may want to speak to someone else , if you have been unhappy about the service we ask you speak with the manager in the first instance, so we can resolve any issues quickly.

For Children and Young People you can:

- Request an advocate to help get views across by emailing: Coventry&WarwickshireCRS@barnardos.org.uk or call: 08000 272 118 (an advocate listens to your views and helps you to tell adults how you are feeling)
- Speak to the Coventry Participation Service who will help your voice be heard by emailing: Voices@coventry.gov.uk or call 024 7697 1848

For Parents and Carers you can :

- Speak with the worker or their manager if you have any feedback or if you are unhappy with anything.
- Email Complaints and Compliments officer: CLYPCustomerRelations@coventry.gov.uk or call: 08085 834 333
- visit https://www.coventry.gov.uk/info/5/contact_the_council/545/comments_compliments_and_complaints/2 to complete a online complaint form.



You can give feedback and thoughts here too.

We need to know who you are so we can make sure we are helping you:

Your Name _____

Your Address _____

Phone Number/Email: _____

You can write your views here and send them to the address below:

Key Contacts:

Comments, Compliments and Complaints - General

Tel: 0800 269851 **Visit:** <http://www.coventry.gov.uk/comments>

Address: Council House, Earl Street, Coventry, CV1 5RR

Complaints: CLYPCustomerRelations@coventry.gov.uk, or call 08085 834 333

Participation Team: email voices@coventry.gov.uk, or call 024 7697 184

Advocacy: Coventry&WarwickshireCRS@barnardos.org.uk or call: 08000 272 118