

Director of Children's Support and Safeguarding



We know that sometimes you do not agree with decisions that are being made about you. If you think we have got it wrong then we want to hear from you so that we can look at the decisions and actions we have taken.

We will listen to you and make changes where it is possible.

We would also really love to hear about things that we are doing well.

Sheila Smith

Director People and Communities

Make yourself heard

This leaflet explains how to make a comment, compliment or complaint if you are a child or young person that is receiving services from us

Tell us when ...

- You have a comment about the service you receive, good or bad.

Why should you bother?

- It's important that we know how you feel.
- Things can change for the better
- Telling somebody can help
- You'll have a better understanding of why decisions are being made about and for you
- Your views and opinions will help us improve our service

What can you do?

If you are not happy, you should talk to, or show this leaflet to someone you trust to help, this could be:

- Social Worker
- Foster Carer
- Residential Worker
- Teacher
- Parents
- Family

What I have to say is:

What I would like to happen is:

We want to make sure that everyone who receives services provided by North Somerset Council is treated fairly and equally. By giving us this information, this helps us check we are doing just that.

Your name _____ Age _____

Your address _____

Telephone _____

If you are writing on a child or young person's behalf:

Your name _____

Your address _____

Telephone _____

What happens next?

Once we receive your form, the team manager will contact you and the person that helped you complete this form to discuss what you have told us to agree what will happen.

Make yourself

heard



North Somerset wants to hear from you
Compliments • Comments • Complaints

What happens next?

Once we receive your form we will contact you and the adult that has helped you complete this form. We will discuss what you have told us and agree what will happen next.

Still unhappy?

You can ask a person called the Local Government Ombudsman to look at your complaint. They are completely independent from North Somerset Council and can be contacted as follows:

Local Government Advice Team:

- Telephone: **0300 061 0614**
- Website: **www.lgo.org.uk**
- Text Call Back: **0762 480 3014**

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

This document can be made available in large print, audio, easy read and other formats. Documents on our website can also be emailed to you as plain text files.

Help is also available for people who require council information in languages other than English. For more information contact the sender of this letter.

It's important that you know:

- As a child or young person you have a RIGHT to complain and let others hear what you have to say
- You will not get into trouble if you make a complaint
- You can choose someone you trust to help you make a complaint
- We really value your opinion and think that you can teach us a lot about how we can provide a fantastic service to children and young people

Please complete the tear off part of this form and send it off. You don't need a stamp. If you need help with this form and you do not have an adult who can help you please phone our Complaints Manager:

01275 882 171

Email Steve.devine@n-somerset.gov.uk

How we use your information:

We have a duty to safeguard your information and we may need to share information with others and access your records in order to resolve your complaint, but we need your consent to do so.

- Please tick the box if you do not want us to share your information
- Please tick the box if you do not want us to access your records

If you do not give us permission this may affect the outcome and our ability to resolve your complaint.

Business Reply
Licence Number
RSAH-KHUR-EBCJ



North Somerset Council
P&C Complaints Manager
Town Hall
Walliscote Grove Road
Weston-Super-Mare
Somerset
BS23 1UJ