

Children's Social Care

What to do if you want to make a complaint, comment or suggestion



2009-2010
Preventing and tackling child poverty

Newcastle
City Council 

We want to hear from you

We are here to listen and help with any problems you have with our children's social care services. We'd like to hear any positive feedback you have too.

You might want to contact us to:

- make a complaint about children's social care services, or a member of our staff
- make any suggestions or comments about children's social care services in general
- tell us how we could do things better, or
- tell us if you think our staff are doing a good job.

Firstly, if you have a problem

We want to try to fix any problems by talking to you and discussing what issues you have. So if you have a complaint we'd like you to get in touch with us first. You can phone, write or come in to see us.

This way we can easily solve any issues quickly and easily.

How do I make a complaint?

If we cannot sort out your problem to your satisfaction, you can make a complaint in person, by phone, letter, fax, email or by using our complaints form.

What happens when I make a complaint?

We deal with most complaints under the statutory social care complaints procedure. The law tells us how we must deal with these complaints. There are three stages to the complaint procedure.

Sometimes we deal with complaints under the city council's complaint procedure. We will tell you which procedure we will use to deal with your complaint and why.

The statutory social care complaints procedure

Stage 1

- When you make a complaint, we will write to you within two working days to say which manager will sort out your complaint.
- The manager will try to sort out your complaint and give you a written response within 10 working days.
- If the manager is unable to sort out your complaint within 10 working days they will contact you to arrange more time, up to 20 working days.

Stage 2

- If you are not happy with the manager's response to your complaint, you can ask for an investigation under stage 2 of the complaints procedure.
- If you want your complaint investigated at stage 2, you must inform the Complaints and Customer Relations Team within 20 working days of getting the manager's response.
- You can ask the Complaints and Customer Relations Team for an information sheet which tells you more about stage 2 of the complaints procedure.

Stage 3

- If you do not agree with the findings and recommendations of the stage 2 investigation into your complaint, you can ask for the review panel to consider your complaint.
- You can ask the Complaints and Customer Relations Team for an information sheet to tell you more about the review panel at stage 3.

Getting in touch

You can contact us at:

Freepost – RSEJ-JRLJ-ZAZY
Complaints and Customer Relations Team
Children's Services, Newcastle City Council
Civic Centre, Newcastle upon Tyne, NE1 8PU

Phone: 0191 277 7427

Fax: 0191 211 4841

E-mail: childrens.customer@newcastle.gov.uk

Or you can return the reply slip at the end of this leaflet.

Other people you can talk to

Advocates are people who can offer independent advice and support to young people who want their wishes and feelings heard.

National Youth Advocacy Service (NYAS)

Phone: 0800 6161 101

Web: www.nyas.net

Childline

Phone: 0800 11 11

Web: www.childline.org.uk

Voice for the Child in Care (VCC)

Phone: 0114 267 9389

Web: www.vcc-uk.org

Local Government Ombudsman and Ofsted

You can also contact the Local Government Ombudsman and Ofsted about your concerns and complaints.

Local Government Ombudsman

Beverley House

17 Shipton Road

York

YO3 5FZ

Phone: 0845 602 1983

E-mail: enquiries.york@lgo.org.uk

Ofsted North

3rd Floor

Royal Exchange Buildings

St Ann's Square

Manchester

M2 7LA

Phone: 0845 640 40 40

E-mail: enquiries@ofsted.gov.uk

Your information

Please note: the information you provide may be recorded on computer. All information will be treated as confidential (private) by the Council under the Data Protection Act. Where appropriate, the information you provide may be used by the Council for the effective administration of official business and any other official purpose.

If you need this information in another format or language, please phone 0191 277 7427.

Reply slip

Please contact me by (please tick)

phone

email

letter

Name

Address

.....

Telephone.....

Email

Or contact the following person on my behalf

Name

Address

.....

Telephone.....

Email

To make a comment, suggestion or complaint, please return to:

Freepost – RSEJ-JRLJ-ZAZY

Complaints and Customer Relations Team

Children's Services, Newcastle City Council

Civic Centre, Newcastle upon Tyne, NE1 8PU



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