

Making a comment or complaint

Children's Services



Stockton-on-Tees
BOROUGH COUNCIL

Improving services

Stockton-on-Tees Borough Council provides a wide range of services, which includes Children's Services.

It is important that people who use our services tell us how we are doing as we try to provide the best possible service at all times.



We welcome your views

We welcome your feedback and want to learn from both good and bad experiences about what we do well and when we can do better.


Complaints help us to understand your concerns about the services we provide. We use complaints to put things right, improve service delivery and ensure that members of the public are satisfied with the Council and the services we provide.

Whatever your views, we welcome them

You can contact us by using one of the following methods:

-  www.digital.stockton.gov.uk/customer-feedback-and-complaints
-  foiandcomplaints@stockton.gov.uk
-  01642 527521

Or by completing the form in the centre of this booklet and returning it to:

-  Information Governance Team
Dunedin House
Columbia Drive
Thornaby
Stockton-on-Tees
TS17 6BJ

Who can complain

You can make a complaint if you are a child or young person who receives a service from Children's Services. A parent, carer, relative or anyone else who has sufficient interest in the welfare of a child or young person who receives a service can also make a complaint on their behalf.

You should make your complaint within 12 months of the incident about which you want to complain. If you complain about issues that happened more than 12 months ago we will consider your complaint and let you know if we are able to accept it.

We can assure you that making a complaint will:

- Not affect the service you receive
- Not mean you will be labelled a trouble maker
- Not mean you will be singled out or mistreated.

If you are afraid that any of these things may happen to you or you would like to talk to someone confidentially, then please contact the Information Governance Team using a method on page 2.

Feedback form (pull-out section)

Name:

Address:

Date:

Telephone number:

Email address:

Name and address of person wishing to make a comment or complaint, if different from above.

I want to tell you about...

Please tick the appropriate box then turn over to give full details.

☐ My comment

☐ My complaint

Please enter full details below

Please continue on a separate sheet of paper if necessary

What I would like to happen as a result of my comment or complaint.

Signature:

Date:

What we will do

If you make a suggestion on how we can improve what we do, we will pass this onto the appropriate manager of the service.

If you tell us you are unhappy about the service we have provided we will try to find the best way to resolve this. We will decide on whether the complaint you have made will be dealt with under the complaints process or whether it is more appropriate to be dealt with under another Council process or procedure.

We aim to resolve complaints at the earliest opportunity. Early Resolution is an opportunity for the Council to put things right and agree to undertaking actions which will lead to your complaint being resolved within a short time period, usually within five working days.

When we receive your complaint we will write to you telling you what process it will be considered under. All expressions of dissatisfaction will be taken seriously and dealt with appropriately.

Details of how we will deal with your complaint will be provided.

We will try to resolve your problem as quickly as possible and keep you informed of progress. If a child or young person requires an advocate to assist with the complaint then this can be arranged. If a carer or parent requires an advocate we can signpost you to organisations who can support you.

What if I am still unhappy?

We aim to resolve most complaints by Early Resolution. However, if we have been unable to resolve matters, or we agree that Early Resolution is not appropriate, we can move to the next stage of the complaints process. We will tell you at what stage your complaint is being considered and give you a timeframe within which you will receive a response.

If you are unhappy after you receive a response to your complaint, please let us know why you remain unhappy and what action might resolve matters for you. We will let you know if we can consider your complaint further. If you remain unhappy after you have received our final response to your complaint you can complain to the Local Government and Social Care Ombudsman. The Ombudsman is not a further appeal. It looks at

whether public bodies have followed the right steps when taking action or reaching a decision. The Ombudsman decides whether it can and should investigate complaints. You can find out more information about what complaints the Ombudsman may consider on its website www.lgo.org.uk/make-a-complaint/what-we-can-and-cannot-look-at

If you wish to raise your complaint with the Ombudsman you can find out more information about how to do so at www.lgo.org.uk/how-to-complain or by calling **0300 061 0614**.

Stockton-on-Tees Borough Council is the data controller for the purposes of the Data Protection Act 2018. Please note that you are entitled to obtain details of the data, the purposes for which it is held and a description of those to whom it may be disclosed, by contacting Information Governance Team on **01642 527521** or email foiandcomplaints@stockton.gov.uk.

If you would like further information about how your personal info is used, please visit www.stockton.gov.uk/privacy.

Further information

More information about how we handle complaints can be found at www.stockton.gov.uk/Customer-feedback-and-complaints

Advice and support

If you require advice and support the following organisation may be able to help:

For Adults

- ✉ Citizens Advice
Stockton & District Advice
& Information Service
Wellington Square
Shopping Centre
Stockton-on-Tees
TS18 1RG
- ☎ 01642 633877
- ✉ support@stockton-cab.co.uk

Mind

- ☎ 01642 796630
- 💻 www.mind.org.uk

For Children

Children and young people are entitled to advocacy support that is independent and confidential. You can ask someone to be your advocate or we can make contact with an advocacy service and ask that they support you through the complaints process. The contact details of the advocacy service we use are:

NYAS National Youth Advocacy Service

☎ Freephone 0808 808 1001

✉ help@nyas.net

🌐 www.nyas.net

If you would like this information in any other language or format for example **large print** or audio please contact 01642 527521.

إذا كنت ترغب الحصول على هذه المعلومات بلغات أو بأشكال أخرى على سبيل المثال بالطبعة الكبيرة أو بالشريط المسجل فالرجاء الإتصال 'بدايفرستي تيم'

على هاتف رقم 01642 527521

ARABIC

اگر شما این اطلاعات را به زبان یا شکل دیگری مثلا چاپ بزرگ یا بصورت صدا میخواهید لطفاً با تیم دایورسیتی (گوناگونی)

با شما ر 01642 527521 به تماس شوید

FARSI

Si vous souhaitez obtenir ces informations dans d'autres langues ou sous un autre format, par exemple, en gros caractères / version audio, veuillez contacter l'équipe au n° 01642 527521

FRENCH

هه گهر جهزت لى به نهم زانبار به ده دستت بكهوت به زمانه كانى تر بان به شتوه به كى تر بو نمونه چاپى گه وره/بان به تىبى تو ماركو نكايه په يوه ندى بكه به 'تىمى دايفرستى'

له سهه ژماره ي ته له فون 01642 527521

KURDISH

欲要這份資訊的其它語言版或其它版式例如大字體印刷/錄音帶，請致電 01642 527521 接洽 ‘多元化隊’

CHINESE

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਬਣਤਰ ਜਾਂ ਬੋਲੀ ਵਿੱਚ, ਵੱਡੀ ਛਪਾਈ ਵਿੱਚ ਜਾਂ ਟੇਪ/ਮੀਡੀ 'ਤੇ

ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ

ਫ਼ੋਨ 01642 527521 ਨੰਬਰ ਉੱਤੇ ਫ਼ੋਨ ਕਰੋ।

PUNJABI

اگر آپ ان معلومات کو کسی بھی اور زبان یا انداز، مثلاً بڑے پرنٹ/آڈیو ٹیپ وغیرہ میں حاصل کرنا چاہیں، تو 'ڈائیورسٹی ٹیم' کو اس نمبر پر فون کیجئے

01642 527521

URDU