

# Have your say about Children's Services

Durham  
County Council



Children and young people who receive a service from us can help us to improve our services by giving us:

- **Compliments** - if you think we have done well, for example if our services or a member of staff have been helpful.
- **Comments** - you can tell us how we could do things better. We will make sure your comments are given to the service.
- **Complaints** - if you are unhappy about a service.

**This leaflet tells you how!**



Phone



Email



Write

## How to contact us

You can give us a compliment, comment or complaint by contacting us using the details below:



- You can telephone our complaints officer on **03000 265 762**



- You can email us at **CYPSComplaints@durham.gov.uk**



- You can write to us at  
**Complaints Officer**  
**Children and Young People's Services**  
**Durham County Council**  
**County Hall**  
**Durham**  
**DH1 5UJ**

## About complaints

Sometimes the fastest and best way to solve a problem is to talk to your social worker, independent reviewing officer or manager of the service. We want to sort out your issues quickly but if we can't you may want to make a formal\* complaint.

Here are some examples of things you may be unhappy about:

- A decision we have made that affects you
- The service we gave you was not good enough
- You were made to wait too long for a decision that affected you
- How much or how often we gave you a service
- Staff have not treated you the way you would like
- We refused to give you a service you wanted

(\*Formal means official or proper)

**Don't forget** - you won't be in trouble if you tell us about something you aren't happy with. Our complaints officer will help you to have your say. They won't take sides and will make sure that your complaint is handled quickly and in the right way to try to sort things out for you.

There are three stages to a complaint and we will tell you more about this if you make a complaint.

## What if my complaint is not about something recent?

We may not look into a complaint if it is about something that happened over a year ago. This is on the Local Government Ombudsman's advice. The Local Government Ombudsman looks into complaints about councils. You can find their contact details on the back page of this leaflet.

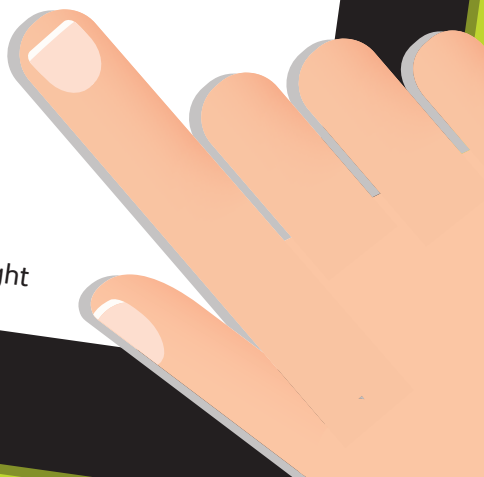
## What if I want to make a complaint about school?

If you want to complain about a school or school staff, you would need to tell the school's head teacher or school office why you are unhappy, so that they can sort things out for you.

## What information do I need to provide?

You will need to tell us:

- Your name
- Your address
- Your telephone number
- Your email address if you have one
- Why you are making a complaint - please explain what you are unhappy about
- What you would like us to do to put things right



## Can I get help to have my say?

Yes, if you need help to tell us how you feel about our services, we can offer help if:

- English is not your first language
- If you need information in Braille, large print or audio format.

You can have a friend or supporter, sometimes called an advocate, to help you tell us about your compliment, comment or complaint.

If you are a young person and want help to tell us about something, the National Youth Advocacy Service (NYAS) can help you. Check out their website at [www.nyas.net](http://www.nyas.net) – their advice is **\*independent** and **\*\*confidential**. You can contact NYAS by calling 0808 808 1001 or by email to [help@nyas.net](mailto:help@nyas.net)

(\***Independent** means not controlled by us. **\*\*Confidential** means private).

## The Local Government Ombudsman (LGO)

The LGO looks into complaints about our services and you can tell them about the things you are unhappy with at any time BUT they usually like the council to try and put things right first.

**Local Government Ombudsman**  
PO Box 4771  
Coventry  
CV4 0EH

Tel: **03000 610 614**

Text 'call back' to **0762 481 1595** and someone from the LGO will ring you back.

Website: [www.lgo.org.uk](http://www.lgo.org.uk)

Please ask us if you would like this document summarised in another language or format.



Braille



Audio



Large print

**CYPSClaims@durham.gov.uk**  
**03000 265 762**

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