



COMPLAINTS

Children's Social Care



Services for Children
and Young People

This leaflet is also available in large print, Braille and audio formats on request by calling 01752 307304

If you would like this document in your language, please contact, Tel No. 01752 307304

Nësw e doni këtë dokument në gjuhën tuaj, ju lutemi kontaktoni, Nr i Tel. 01752 307304

لو تحتاج هذه المعلومات مكتوبة بلغتك المرجو الإتصال بالرقم التالي: 01752 307304

如需要索取中文版單張，請致電01752 307304

اگر این سند را به زبان فارسی میخواهید، به تلفون 01752 307304 تماس حاصل نمائید

Si vous avez besoin de ce document en français, s'il vous plait contactez-nous, Numéro de téléphone: 01752 307304

अगर आपको यह दस्तावेज आपकी भाषा में चाहिए तो कृपया 01752 307304 पर फ़ोन कीजिए ।

ته گه ر تو بیت خوشه ته م نوسراوه ت هه بیت به زمانه که ی خوت، تکابیه یوه ندی بکه به، ژماره نه له فوونی 01752 307304

Se precisar deste documento na sua língua por favor contacte o número de telefone: 01752 307304

Если бы вы хотели этот документ на вашем языке – пожалуйста свяжитесь по телефону 01752 307304

Haddii aad doonayso dokumintigan oo ku qoran lugadaada, Fadlan nagala soo xiriir, Taleefon Lambarka 01752 307304

Si quisiera este documento en su lengua, póngase en contacto con el número de teléfono 01752 307304

ถ้าคุณต้องการเอกสารนี้แปลเป็นภาษาของคุณ โปรด ติดต่อหมายเลขโทรศัพท์ 01752 307304

Eğer bu belgeyi kendi dilinizde isterseniz şu numarayı arayın. Tel No 01752 307304

Children's Social Care

Complaints and Representations Procedure

We believe everyone has a right to express their views and make complaints, suggestions or compliments about the services we provide. We see your feedback as a way of improving the quality and effectiveness of our services, so we're always ready to listen. We hope that most things that you are concerned about can be settled easily and quickly by talking about the problem with the person you normally see from Children's Social Care Services, but if you would like to speak to someone different, you can come to us – the Customer Relations Team.

Your enquiry will be taken seriously and dealt with in accordance with the statutory complaints procedure which is based on Government legislation.

Advocacy

If you are a child or young person making a complaint you are entitled to be supported by an advocate and we have arrangements in place with Barnardo's to provide this service. If you wish to make further enquiries about this service please contact the Customer relations Team or Barnardo's direct on 01752 564572.

How will you handle my complaint?

There are three stages to the Children's Social Care complaints procedure, which are explained below.

Stage one – local resolution

The team manager or service manager responsible for your case will look into the complaints you have made at 'stage one' of the procedure. The legislation states that you should receive a response to the issues you have raised within 10 working days of the Council receiving your complaint. If we cannot give you a full response within this time we can extend this timescale by a further 10 days.

Stage two – investigation

If you are not satisfied with the response you receive at stage one you can ask for your complaint to be considered at 'stage two' of the procedure. You should ask for this to happen within 20 working days of receiving the stage one response letter.

This stage involves a formal investigation of the complaints you have raised which will usually be carried out by an external investigator, who, where appropriate, will be accompanied by an independent person. The legislation states that this stage of the procedure should be completed within 25 working days, but this may be extended to 65 working days.

The Government have issued clear guidelines about who is able to access this stage of the procedure. If you wish to consider this option please contact the Customer Relations Team who will be able to advise you on the best way forward (contact details can be found at the end of this leaflet)

Stage three – review panel

If you are still dissatisfied after the stage two investigation you have the right to request a 'review panel'. To do this you must write to the Customer Relations Team within 20 working days of receiving your letter informing you of the outcome of the stage two investigation. The panel must be held within 30 working days of receiving your request to hold a review panel.

The panel will consist of three independent people who will listen to all parties and reach findings on each of the complaints being reviewed. You will be invited to attend the panel and you can bring a friend, supporter or advocate with you if you wish. The panel must send their report to the Director of Services for Children and Young people within 5 working days of the date of the panel, and you will receive a copy of this report at the same time. The Director will consider the panel's report and recommendations and will write to you with their findings within 15 working days of receiving the review panel's report. This three stage process completes the procedure to be followed by Plymouth City Council.

Local Government Ombudsman

You have the right to approach the Local Government Ombudsman at any time if you are dissatisfied with the process. However, the Ombudsman would ordinarily expect the local authority to consider the complaint initially and may refer the complaint back to the Complaints Manager if this has not been done.

You can contact the Local Government Ombudsman:

In Writing: Local Government Ombudsman
PO BOX 4771, Coventry CV4 0EH

By telephone: 0300 061 0614

By fax: 024 7682 0001

Email: advice@lgo.org.uk

How to make a complaint

We hope that this information is helpful to you. If you have any queries or would like more information please contact the Customer Relations Team who will be happy to help.

You can complain in person, by telephone, letter, email or complaints form. If you are a child in contact with Services for Children and Young People you can make a complaint using our contact card system. You can obtain a contact card from your social worker or by telephoning the freephone number listed below.

You can also talk to your social worker or their manager about your concerns. They will know that you have the right to make a complaint.

You can:

Write to: Customer Relations Team
Windsor House
Tavistock Road
Plymouth PL6 5UF

Telephone: 0800 0681249

Email: complaints.social.services@plymouth.gov.uk

We will then look into your complaint. We will send a letter telling you what will happen next.

When you contact us please make sure that you:

- Give your name, address and telephone number
- Give the full name, address and date of birth of the person you represent if you are complaining on behalf of someone else
- Tell us what your complaint is about
- Tell us how you would like us to put it right

Child protection

Child abuse takes many forms including physical, sexual and emotional abuse and neglect. Discrimination, harassment and bullying are also abusive and can harm a child, both physically and emotionally. It is our duty to make sure that children and young people in the city do not suffer from abuse and neglect and that they grow up safe from harm.

We have a legal duty to look into situations where there are concerns about a child's safety or wellbeing. Information about children and young people who may be at risk of abuse may come from members of the public, friends or relatives, professionals (like teachers or doctors) or from the child or parents themselves.

If you suspect a child or young person may be at risk of harm or abuse, please contact us immediately.

A leaflet "What to do if you think a child is being abused" is available in our offices and in many public places.

Contact details

If you are concerned about the safety or wellbeing of a child or young person, please speak to our Advice and Assessment Team as soon as possible by calling us on 01752 308600.



For more information on Children's Social Care
www.plymouth.gov.uk

To request further copies of this leaflet:



Please call 01752 307304
Freephone 0800 0681249



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