

Pull

My
**COMPLAINTS &
COMMENTS**
Form



We want to hear from YOU.

Cheshire East Council Children's Services want to know if you have something to say about our service.

Whether you have a concern, a complaint, a compliment or just want to make a comment, there are a number of ways you can do this.

You can tell your Social Worker, personal adviser, Foster Carer or advocate (see page 5).

Or you can complete the form attached to this leaflet and return it to the address below.

You can also phone or email the Customer Relations Team:

Telephone: 01270 686200

Email: socialcarecomplaintsmanager@cheshireeast.gov.uk

Write to us at: Compliance and Customer Relations,
Cheshire East Council Westfields, c/o Municipal Buildings,
Earle Street, Crewe CW1 2BJ

Who has a say in deciding your Care Plan?

Your Social Worker must listen carefully to what you have to say and make sure your Care Plan includes your views, wishes and feelings.

Your Social Worker must also listen to what your parents have to say as well as other people that know and care about you. This might be your grandparents, aunties and uncles, your teacher, your carers and your doctor.

Your Social Worker will arrange regular care planning meetings. At care planning meetings, you, your parents, your carers and other people who know and care about you will get together to make sure your Care Plan is meeting your needs and working for you, and that you are safe, being well cared for and being supported to do well in life.

It is not always possible for children and their parents to go to care planning meetings. If for any reason you or your parents can't go to a care planning meeting your Social Worker must make sure that yours and your parents' views are discussed at the meeting and you know what is being discussed and decided at the meeting.

What will happen if you make a complaint?

► Stage 1

Once your complaint is received it will be recorded and passed to a social care manager to look into. This will usually be the manager of your Social Worker. The manager will contact you to talk about the issues in your complaint or to get more information from you.

Once they have finished looking into your complaint, they will write to you to let you know what they have found and what has been done or what will be done. Normally they will write to you within 2 weeks, although sometimes it takes a bit longer - up to 4 weeks.

What if I am still not happy?

If you are still not happy after reading the letter from the social care manager, you can ask to talk with that manager or with another manager to see if talking about your complaint face to face will help. Your advocate (if you have one) can help you with this. Your advocate may also be able to help mediate between you and Children's Services (ie assist with helping to sort your complaint).

If this meeting or the mediation doesn't help to resolve your complaint, you can request that it goes to the next stage where an independent investigator is appointed to look into your complaint.

► Stage 2

At Stage 2 an independent investigator is asked to look into the issues you raised in your complaint. The investigator will want to talk to you about your complaint, and will also talk to other people who are involved in the issues you are concerned about.

The investigator will write a report with their findings and what they think should be done. This will be sent to a senior manager, who will read the report and then write to you with their response.

► Stage 3

If you have concerns about how the Stage 2 investigation was done or you are still not happy with the outcome, you can ask that your complaint goes to Stage 3. This is where a panel of 3 independent people will look again at your complaint and how the people who have been involved so far have dealt with it.

► Local Government Ombudsman (LGO)

If you are still unhappy after your complaint has been through all 3 stages you can contact the Ombudsman and ask them to look into your complaint. The Ombudsman is independent of the council. You can contact the Ombudsman at any point, but they normally expect you to have completed the council's complaints process first.

Complaints, Comments and Compliments form

Name	Date
How do you know the grown up who helped you?	
.....	
Your Name	
Date of Birth	
Address	
.....	
Do you have an advocate*: <input type="checkbox"/> Yes <input type="checkbox"/> No	
If Yes, Name of advocate:	
.....	
If No, would you like one? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Name of your Social Worker	
.....	

*An advocate is someone independent of the council who can speak on your behalf and help you with your complaint. In Cheshire East advocates are provided by The Children's Society. Ask your Social Worker to make a referral for you to The Children's Society or contact them direct: Telephone: 08000 546 530 Email: yip@childrenssociety.org.uk

**What do
you want
to tell us?**



A large, light blue rectangular area with rounded corners, containing 20 horizontal dashed lines for writing.

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