

# Your opinion counts!

If you need help or advice about how to make a complaint or if you have any questions about the complaints process, you can contact the Complaints and Representations Team.

Freepost – RRGY TJSR GHGZ (No stamp needed)  
Complaints and Representations Officer  
PO Box 40  
Civic Centre, Level 8  
West Street, Oldham  
OL1 1XU

T: 0161 770 1129  
E: [cypf.complaints@oldham.gov.uk](mailto:cypf.complaints@oldham.gov.uk)

You can also contact the Children's Rights Service on 0161 633 5991 or by email to [oldhamchildrensright@childrenssociety.org.uk](mailto:oldhamchildrensright@childrenssociety.org.uk). They can help you to make your complaint or suggestion.

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# Your voice can be heard

Got a complaint, comment  
or suggestion about  
children's services?

This leaflet explains how you can comment  
about the care or support you are receiving



# Your voice can be heard!

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## Making a compliment or suggestion

We want you to let us know if we have done something well, or if you have a suggestion about how you think we can do things better. This will help us to spread good practice throughout our services.

## Making a complaint

We try hard to get things right, but sometimes despite everyone's best efforts things can go wrong. When this happens you have the right to make a complaint.

We need you to tell us when things go wrong so that we can try to put things right quickly and if needed improve the way we do things.

## You can make a complaint

- In person
- By telephone
- By email

## You can make a complaint to

- The staff member on duty or the service manager
- The Complaints and Representations Team
- Your social worker or support worker

## Help and support

If you would like to have the support of an independent advocate to help you make your complaint, this can be arranged for you. Just ask your social worker, carer or the Complaints and Representations Team about what support is available.

## The complaints procedure has 3 stages

### Stage 1 (This is called Local Resolution)

First, we will ask the people who work closely with you to try to resolve your complaint. Most complaints can be resolved in this way, however if this is not the case, then you have the right to ask us to progress your complaint to the next stage.

### Stage 2 (This is a Formal Investigation stage)

At this stage, we will ask an Investigating Officer and an Independent Person to look at your complaint. They will meet with you to talk about your complaint. You will get a copy of their report and a written response to your complaint at the end of the stage 2 process. If you are not happy with the response at this stage you can ask that your complaint moves to the last stage of the complaints process.

### Stage 3 (This is the Review Stage)

At this stage your complaint will be reviewed by an Independent Review Panel. This is the final stage in the complaints process.

If you are still unhappy with the way in which we have handled your complaint, you can contact the Local Government Ombudsman.

By telephone on 0300 061 0614 or online at <http://www.lgo.org.uk/youngpeople/how-to-contact-us>

