Unhappy

about

Children’s Social Care Services?

Then we want to know about it.

Want to complain?

This leaflet shows you how…

 

**If you don’t like the way you are being treated or the help you get from Children’s Social Care Services, including the place where you live, then please tell us about it, we want to help.**

What can I do?

* You can ask an adult you trust to help you.
* You can speak to a complaints officer. Ring us on 0115 876 5974 and tell us what the problem is, or email us: [socialcarecomplaints@nottinghamcity.gov.uk](mailto:socialcarecomplaints@nottinghamcity.gov.uk)
* You can fill in the form on the next page and send it back to us.
* You can tell your social worker.

*If you want someone to help you to make a complaint then tell us, and we can put you in touch with an advocate. An advocate is someone who does not work for Children and Families and can help you say what you want to say. Or you can choose your own advocate if you want.*

The Nottingham City Children’s’ Rights Service can be contacted on the details below:

Phone: [**07785 435219**](tel:07785435219)   
Emal: [**alison.smith@cgl.org.uk**](mailto:alison.smith@cgl.org.uk)

Phone: [**07385 049968**](tel:07385049968)   
Email: [**caity.moore@cgl.org.uk**](mailto:caity.moore@cgl.org.uk)

Out of Hours - Monday - Friday from 5pm - 8pm, Saturday and Sunday from 10am - 4pm   
Phone: [**0300 303 5355**](tel:03003035355)

What will happen?

We will …

* Ask you about the problem.
* See what we can do to make things better for you.
* Tell you what is going to happen.
* Tell you what else you can do if you are still not happy.

You can also complete and return this form to us at:

[socialcarecomplaints@nottinghamcity.gov.uk](mailto:socialcarecomplaints@nottinghamcity.gov.uk) or Social Care Complaints Team, Loxley House, Station Street, Nottingham, NG23NG

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| What is your name?  ……………………………………………………………………… | What is your Date of Birth?  ………………………………………….. |
| Where do you live?  ……………………………………………………………………………………………………………………… | |
| What is your telephone number and/or email address?  Telephone: …………………………………………………………………………………….  Email: ……………………………………………………………………………………………… | |
| Tell us about the problem: | |
| What can we do to make it better? | |

**When we get your form, someone will contact you to see how we can help.**