

**Freepost LANCASHIRE SOCIAL CARE  
CUSTOMER FEEDBACK**

## Use Your Voice!

Saying what you think is a chance to make a difference. What you have to say matters; it could lead to changes in your life and those of the other young people we look after.

**You can also make a complaint to or get advice and information from:**

**Local Government Ombudsman**

Po Box 4771  
Coventry, CV4 0EH  
**0300 061 0614**

**Ofsted**

Piccadilly Gate, Store Street,  
Manchester, M1 2WD  
**0300 123 1231**  
Email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

**Children's Commissioner for England**

Sanctuary Buildings  
20 Great Smith Street  
London, SW1P 3BT  
**0207 783 8330**  
[www.childrenscommissioner.gov.uk](http://www.childrenscommissioner.gov.uk)

**Female Genital Multilation (FGM)**

**0800 028 3550** open 24 hours a day

**There are different ways to make a complaint or to find out more:**

**Fill in the form** and post it to us (the Complaints and Feedback Team receives the card and contacts you)

**Call Complaints and Feedback** on **01772 539414** or email us at [complaintsandfeedback@lancashire.gov.uk](mailto:complaintsandfeedback@lancashire.gov.uk)  
Or contact **Talkzone** which is a service for young people in Lancashire who will pass on your complaint to the right team.

Phone them on **0800 511111** (free from all landlines and free from the mobile networks: Virgin, Vodafone, Orange, and 3); text them on **07786 511111**. Talkzone is open 365 days a year between 2pm to 10pm.

This leaflet is for the children and young people we look after

# YOUR CHOICE YOUR VOICE

You have a right to say what you think about your services, whether you want to make a **comment**, **compliment** or **complaint**.

**Telling us what you think often stops small worries becoming BIG ones!**

**If something is important to you, it's important to us**  
**We will try to put things right for you**



Comments

We need you to tell us if things are good or bad.

Your ideas and comments can help us improve services for you and other young people.

My social worker doesn't listen to me.



Compliments

It's important for us to know when we've got things right...

You can use the contact card on the back of this leaflet to tell us about your comments and compliments...

My social worker is great and I know how to get through to her

Complaints

Sometimes it is hard for us to know if you are unhappy with what we do unless you tell us....

If you are not happy with the way we treat you, speak to someone you can trust:

- Your social worker or their manager
- Your foster carer
- Your residential worker
- Your teacher
- Your youth worker

I'm being moved and I don't want to go.

Here's how to sort it...

You have the right to speak out when you feel we are not listening to you or treating you fairly; we welcome it. We will not punish you or treat you differently when you make a comment or complain to us. Send us the form attached to this leaflet telling us who you are, how we can contact you, and a bit about your comment, compliment, or complaint.

What will happen ...

We will contact you straightaway to make sure we understand your complaint and ask you how you would like us to sort your complaint. We will ask you if you have or if you want an advocate. We then pass your complaint to a manager who will give you an answer within 2 weeks (but sometimes they may need 4 weeks). This is a Stage 1 complaint.

Stage 2

If you are still dissatisfied, we will appoint an investigating officer and an independent person to investigate your complaint at Stage 2. The investigation should take between 5 weeks and 13 weeks. The investigator should talk to you and keep in touch with you about what is happening.

Stage 3

If you are still unhappy, you can ask a Review Panel to look at how we have dealt with your complaint. The panel should meet within 6 weeks of your request. Three independent people make up the panel, (independent means they do not work for Lancashire County Council) and they can ask that we make changes.

Advocacy

Remember you can ask someone to help you to put your views across such as an advocate. Please tell us if you want us to arrange an advocate for you or you can contact the advocacy service yourself:

Children's Society in Lancashire

Unit 12, Eastway Business Village  
Olivers Place  
Fulwood  
Preston  
PR2 9WT

Freephone 0800 085 6324

Email: [crl@childrenssociety.org.uk](mailto:crl@childrenssociety.org.uk)  
or visit: [www.childrenssociety.org.uk](http://www.childrenssociety.org.uk)

Your Choice, Your Voice, Contact Card About Me

My name is .....

I live at .....

My telephone number is .....

My email address is .....

(it's up to you how much information you want to provide but make sure you give a number, email address or postal address so we can contact you...)

(Please tick)

What I want to talk about...

Comment ☐ Compliment ☐ Complaint ☐

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(Please tick)

I would like an advocate please: Yes ☐ No ☐

Contact me by: Phone ☐ Letter ☐ Email ☐

If you would like us to contact you through someone else then write their names and addresses here.

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