North
Yorkshire County Council

Comments, Compliments and Complaints

www.northyorks.gov.uk

Why are my views important?

In Children's Social Care we are committed to providing the best service we can. It's only by listening that we can find out how well - or not - we're actually doing.

That is why the comments, compliments and complaints we receive are so important.

Your Comments

We want to hear your ideas for improving our services.

Please return the form at the end of this leaflet with your suggestions. We will look into them, see how they might work and then let you know what we're planning to do.

Your Compliments

It's always good to get positive feedback and by telling us when we do well, we can ensure the staff responsible are properly thanked. It also spotlights good practise that other teams in the service can use.

Your Complaints

If you are unhappy with the service you have received or feel that you have been unfairly treated, you can make a complaint. All complaints are taken seriously and treated in confidence.

How do I make a complaint?

You can write using this leaflet or telephone **01609 534193** or use our freephone number: **0808 168 2785**. If we are not immediately able to take your call, an answering service will ask you to leave your name, contact number and a brief message. We apologise if this is the case, however, we will get back to you as soon as possible.

Alternatively, you can email us on: **cyps.contactus@northyorks.gov.uk**

What will happen next?

There are a number of steps in the complaints process.

First Step:

Tell a member of staff you are unhappy with the service you receive or with a decision that's been made. They may be able to sort out the problem.

Stage 1 Complaint:

If you are not satisfied with the response from the local staff, fill in this form and post it to us.

Our Complaints Manager will ask a local service manager to contact you to look into your complaint. They will ask how you would like it to be sorted. We will then write to you to let you know what has been found out and what Children's Social Care will do. We aim to respond to you, in writing, within 20 working days.

Stage 2 Complaint:

If you remain unhappy with the outcome of the Stage 1 response, you can then ask the Complaints Manager for a formal investigation to take place. Once this has happened, a Senior Manager will respond to your complaint, in writing.

Stage 3 Complaint Review Panel

If you are not satisfied with the way your complaint has been investigated you can request a Complaint Review Panel meeting. The Complaints Manager will explain this procedure to you in more detail.

Finally, if after we have fully investigated your complaint, you remain unhappy you can write to the Local Government Ombudsman. The Ombudsman will look into your complaint independently: You can also contact the Ombudsman for information and advice.

Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

Telephone **0300 061 0614**
www.lgo.org.uk

You are welcome to have a friend or supporter speak on your behalf or be with you at every stage of your complaint.

If you are a young person and want help to make a complaint, NYAS (National Youth Advocacy Service) can help and advise you. This is an independent and confidential service.

Call FREEPHONE **0800 61 61 01**.

You can also contact your local Councillor or MP. Details are available on the county council website - **www.northyorks.gov.uk** (council and democracy).

I wish to make a

☐ **Comment** ☐ **Compliment** ☐ **Complaint**

Name: .....

Telephone No: .....

Address: .....

.....

If you are contacting us on behalf of a child or young person, please complete their details below: If they are able to, please ask them, or their parent/carer, to sign to confirm they are aware of and in agreement with the comments/compliment/complaints made on their behalf.

Name: .....

Telephone No: .....

Address: .....

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I agree to ..... contacting you on my behalf

Signed .....

My/their comment/compliment or complaint is:

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Please continue on an additional sheet if necessary

Fix folded sheet with sticky tape

CUT HERE

FOLD HERE

BUSINESS REPLY SERVICE
Licence No. DL799

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CONFIDENTIAL

North Yorkshire County Council
Children and Young People's Service
Room 122
County Hall
NORTHALLERTON
North Yorkshire
DL7 8BR

For attention of the Complaints Officer

If you wish to call in personally with your social care enquiry, general information and direct contact to Customer Services is available in the following locations:

Harrogate
Harrogate Library and Information Centre, Victoria Avenue, HARROGATE. HG1 1EG

Monday, Tuesday, Wednesday & Friday 9.30am to 7.00pm, Thursday & Saturday 9.30am to 5.00pm

Ripon
Ripon Library and Information Centre, The Arcade, RIPON. HG4 1AG

Monday and Friday 9.30am to 8.00pm, Tuesday 9.30am to 1.00pm, Wednesday & Thursday 9.30am to 5.30pm, Saturday 9.30am to 5.00pm

Northallerton
Hambleton District Council, Civic Centre, Stone Cross, NORTHALLERTON. DL6 2UU

Monday to Thursday 8.45am to 5.15pm, Friday 8.45am to 4.45pm

Scarborough
Scarborough Borough Council, Customer First Centre, Town Hall, St. Nicholas Street, SCARBOROUGH. YO11 2HG

Monday, Tuesday, Thursday and Friday 8.30am to 5.00pm, Wednesday 9.30am to 5.00pm

Selby
Housing Reception, Civic Centre, Portholme Road, SELBY. YO8 4SB

Monday, Tuesday, Thursday, 8.30am to 5.00pm, Wednesday 10.00am to 5.00pm, Friday 8.30am to 4.00pm

Skipton
Craven Town Hall, SKIPTON. BD23 1AH

Monday to Thursday 8.45am to 5.15pm, Friday 8.45am to 4.45pm

Contact us

North Yorkshire County Council, County Hall, Northallerton, North Yorkshire, DL7 8AD

Our Customer Service Centre (social care enquiries) is open Monday to Friday 8.00am - 5.30pm, Saturday 9.00am - 5.00pm.

Tel: **0845 034 9410** email: **social.care@northyorks.gov.uk**
Or visit our website at: **www.northyorks.gov.uk**

If you would like this information in another language or format such as Braille, large print or audio, please ask us.

Tel: **01609 532917** Email: **communications@northyorks.gov.uk**

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