



Please use the box below to tell us about your feedback:

Complaints procedure:

Step 1

The first stage of our complaints procedure is called 'Local Resolution'. This means that the local manager with responsibility for the member of staff or service you are unhappy with will work with you to try to resolve matters. We hope most complaints can be resolved this way.

Step 2

If you are not satisfied with the outcome of the local resolution and your complaint is eligible under the Children's Complaint Regulations 2006, you can register a formal complaint by writing to the Customer Resolution and Information Team at the address on this leaflet.

Step 3

Once your formal complaint has been registered it will be investigated by a Complaints Investigation Officer and an independent person. We aim to investigate the complaint within 5 weeks - sometimes it may take longer but we will keep in touch to let you know how the investigation is going.

Step 4

When the investigation is finished, the Head of Service will write to you giving you their response to the complaint. They will tell you what they are going to do to try and resolve the issues and what can be done if the complaint remains unresolved.

Step 5

If you are not satisfied that the investigation has been carried out thoroughly and fairly you can take your complaint to an Independent Review Panel.

HAVE YOUR SAY...

How have you found
our Children's Social
Care services?



 **WIRRAL**

496DEC16JM

Children's Social Care provides and arranges many services. We aim to provide you with the best possible service.

In order to do this we need to know your views about:

- The service you have received - was it particularly good?
- How we could improve our service?
- A problem if something has gone wrong.



Compliments

If you use this leaflet to compliment either a service or member of staff we will make sure that we pass it on to the right person.

Comments

We will acknowledge all comments received and keep you informed of any action we take as a result of your comments or ideas.

Complaints

If you are not satisfied with the service you have received from us we will try to put things right following the five steps (overleaf).

To give us your feedback, use the tear-off slip opposite and post to:

**Customer Resolution & Information Team
Wirral Council, PO Box 290, Brighton Street,
Wallasey CH27 9FQ**

You can also call us on **0151 666 5677** or email us at **cypdcomplaints@wirral.gov.uk**.

Please contact me

Date: _____

Your Name: _____

Address: _____

Contact Number: _____

I would like to make a:

☐ Compliment ☐ Comment ☐ Complaint

Child/children's name: _____

Date(s) of birth: _____

Your relationship to the child/children: _____

Social Worker (if you have one): _____