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Young People's Complaint and Feedback Form

**Talk to us!
We are happy to listen!**



Help us get it right for you!

Please tell us:

- When we get something wrong
- Your ideas to make something better
- When we do something good or get things right

Who can help me?

There are lots of people who can help, you are not alone!

You can talk to:

- Someone you trust, like a teacher or someone in your family
- Your parent or carer
- Someone in our friendly Customer Relations Team who deals with complaints
- Your social worker, support worker or key worker if you have one
- Your social worker's manager

If you don't want to talk to any of these people there are lots of organisations you can contact. They are listed on the next page.

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Feedback Form

Fill out this form to tell us what you think and send it to us for FREE

Name:

Address:

Mobile/ phone no:

What do you want to tell us?

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What can we do to make things better or put things right?

Email:

Name of your Social Worker/Personal Advisor:

Your signature:

Date:

Once you have filled in the form, cut along the dotted line, seal it and put it in a post box. You don't need to use a stamp.

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Organisations you can contact

Childline – if you are worried or upset you can speak to someone at Childline.

www.childline.org.uk

0800 1111

NYAS – the National Youth Advocacy Service provide advocates to help children and young people have their say.

www.nyas.net

0808 808 1001

The Children's Commissioner – they make sure that adults who work with children think about their needs and listen to their views.

www.childrenscommissioner.gov.uk

0844 800 9113

Ofsted – they inspect and regulate services which care for children and young people.

www.ofsted.gov.uk

0300 123 1231

You can also contact:

- Children in Care Council
- The Stand Up Speak Up participation groups or
- The Care Leavers Participation Forum

For more information visit the **SUSU** website:

www.standupsppeakup.org.uk



Complaints

We try hard to do our best for everyone but sometimes we get things wrong and make mistakes.

If we say we are going to do something and then don't, if something we do doesn't work for you or if we treat you unfairly, just tell us what we did wrong so we can:

- put things right for you
- learn where we went wrong
- not make the same mistakes again

When we receive your complaint, we will tell you what will happen next.



Suggestions

You are important to us!

You are the expert on your life!

You can help us to be better!

If you have an idea that could make things better, we want to hear it. Your suggestions could change the way we do things, and help us improve our services.

Compliments

We like to know when we get it right so we can:

- Do the same and get it right for more young people
- Say well done to our staff – it makes them feel happy if they know they have done a good job.

How can I give you my feedback?

You can contact us yourself or with the help of a trusted adult.

Here's how:

Email us:

customer.relations@devon.gov.uk

Phone us:

free on **0800 212783**

Write to us:

this address line is all you need for your letter to reach us and you don't need a stamp:

FREEMPOST DCC CUSTOMER RELATIONS

Or you can **fill in the form in this leaflet**, no stamp needed.

Use the App: Download the **MOMO App**:

www.mindofmyown.org.uk

Ask your social worker or another trusted adult for more information.

If you need help to make a complaint, you can ask for an advocate. Your advocate will not work for Devon County Council and can help you to have your say. Contact the **Customer Relations Team** via any of the above methods for more information about advocacy.