

HAVE YOUR SAY

FOR PARENTS AND CARERS

Childrens', Young People and Families Services

COMMENTS, COMPLAINTS OR COMPLIMENTS



Do you wish to make a complaint, comment or compliment about the support provided by the Children, Young People and Families Service ?

City of Wolverhampton Council works hard to listen to your views and responds by providing quality services which meets the needs of the community.

Before you complain

All complaints are taken seriously and we will do our best to resolve your concerns as quickly as possible. *Before making your complaint, the following information may be helpful:*

- Have you brought your concerns to the attention of staff who know you and your situation. Most complaints can be sorted out by talking to the person you have been dealing with, or their manager if you prefer.
- Do you have parental responsibility? Whilst we can accept complaints from individuals who are considered to have sufficient interest in a child, it may not be possible to deal with your concerns unless the child's parent, guardian or carer has given their consent for someone to act on their behalf.
- Your complaint must be capable of being investigated and relate to the department's involvement with a child.
- You should make it clear what you are seeking as an outcome to your complaint.
- The complaints process cannot overturn a decision of the court or a tribunal/panel decision. If you are concerned about a decision that has been made by the court that relates to a child, you should seek independent legal advice.
- Your complaint should be made within 12 months of the events leading to the complaint.

Contact Details

Complaints Manager

Phone: **01902 553215**

Email: **haveyoursay@wolverhampton.gov.uk**

Web: **www.wolverhampton.gov.uk/haveyoursay**

Other people who can help you

Local Government and Social Care Ombudsman,

PO Box 4771, Coventry CV4 0EH

Call the **Advice Team** on **0300 061 0614**

Email **advice@lgo.org.uk**

Please provide the following information:

Your full name:

Your full address:

Postcode:

Contact telephone number(s):

Contact email address:

Child's full name:

Child's Date of birth:

Do you hold parental responsibility? YES NO

Have you made this complaint to anyone else?

If yes, please state to whom and when:

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What outcomes are you seeking?

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To send this form, just tear off the part you have written on, fold in half, sealing it around the edge and posting it. No stamp needed.

Details of your Complaint, Comment or Compliment

A large rectangular area with a light yellow background and a thin orange border. It contains 25 horizontal dotted lines for writing.

(Continue on separate sheet if necessary)

What happens next?

The complaints process consists of three stages, however most matters are resolved at Stage 1.

Stage 1 - The senior manager responsible for the service you have concerns about, will investigate the matter and write to you with their findings. This is normally carried out within 10 working days. This timescale can be extended to 20 working days for complex investigations.

If you are dissatisfied with the outcome of Stage 1, you can request that your complaint be progressed to the next stage.

Before moving to Stage 2, a member of the Complaints Team will contact you to establish if there is anything further that could be done to resolve your complaint and may arrange a meeting with you to discuss your complaint in person. If it is still not possible to resolve your complaint, they will arrange for the matter to be dealt with at Stage 2.

Stage 2 - We will appoint somebody independent to investigate your complaint.

Stage 3 - If you are still dissatisfied you can request to take your complaint to a Stage 3 Review Panel.

Once your complaint has been through the above stages, you have completed our complaints process. If you are still unhappy with the way we have dealt with your complaint, you can contact the Local Government and Social Care Ombudsman. The Ombudsman will expect you to have taken a complaint through our complaints procedures first.

Have your say another way

Have Your Say by phone: **01902 553215**

Have Your Say by email: **haveyoursay@wolverhampton.gov.uk**

Have Your Say on the web: **www.wolverhampton.gov.uk/haveyoursay**

Business Reply
Licence Number
RTSK-XSLZ-CSYB



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CONFIDENTIAL

Complaints Manager
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Civic Centre
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