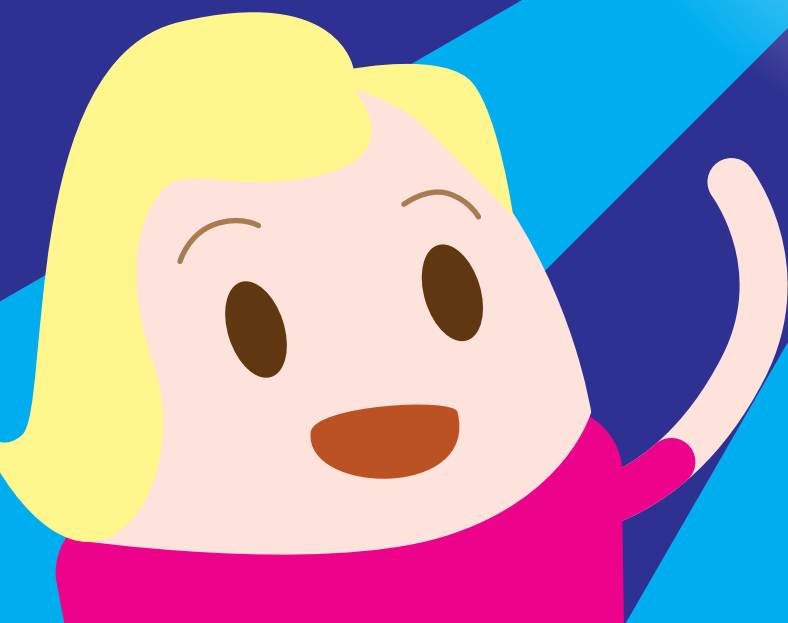


# Complaints Procedure

For  
Children  
and  
Young  
People

YOU  
HAVE RIGHTS



TORFAEN  
COUNTY  
BOROUGH



BWRDEISTREF  
SIROL  
TORFAEN

# Complaints Procedure for Children and Young People

Torfaen Council are keen to learn about what we have done well and if things have gone wrong. Although we try hard to provide a good service to all the children and families we work with, we know that people are sometimes unhappy about the work we have done. If we have done something wrong, failed to provide a service or not followed correct procedures you have the right to complain about it.

Here are some examples;

- I am not happy in my placement and would like to move
- It upsets me when I get blamed for things, I haven't done
- Nobody listens to me.
- A local service has been taken away
- My rights aren't being respected
- I'm unhappy with the way I am treated
- I don't like it when things aren't explained to me
- I was settled in my last placement and you have now moved me to another placement



# YOU

# HAVE

# RIGHTS



**Article 12 'the right to have a say'**

**Article 19 'the right to be safe'**

**Article 13 'the right to information'**

The United Nations Convention on the Rights of a Child, champions the human rights of children and young people and says they should be treated with respect as well as respecting the rights of others.

The right to have your say about decisions that will affect your life is a very important right, especially when you feel things are wrong or you are unhappy about a service. And it's important that you know you can get support and help to raise your concerns or make a complaint.



So don't keep things to yourself when you think something needs to change, stop or you want help getting it sorted. Talk to someone you feel you can trust. This may be

- Your social worker
- A friend
- An advocate
- Someone in your family
- Your foster carer
- An Independent Visitor
- The Complaints Officer
- A teacher

# The complaint process

A complaint should usually be made within 12 months of becoming aware of the problem.

## stage 1

You are unhappy with something and have a complaint. This is called a local resolution

### **What you need to do:**

**Share your complaint with the person you are dealing with.**

### **What we will do:**

Try to sort it out with you straight away.

In an attempt to resolve matters, we will offer to discuss your complaint with you (either face to face or by telephone). This discussion must take place within 10 working days of the date of acknowledgement. Following the discussion, we will write to you within 5 working days.

If you are not satisfied with our response, you can ask for it to progress to Stage 2.

## stage 2

You have made a stage 1 complaint and are still not happy with the solution. This is called a Formal Investigation.

### **What you need to do:**

**You can fill in the form at the end of this leaflet, call us or fill in the online form with your complaint. You will be asked specific questions which will help you think about what you want to say.**

### **What we will do:**

Within 5 working days of your request for your complaint to be formally investigated, the Complaints Officer will compile a formal written record of your complaint and the outcome that you would like to achieve. The investigation will not start until we both agree on what is to be investigated. The complaint will be investigated by an Independent Investigator (not an employee of Torfaen County Borough Council). An Independent Person will also be appointed for representations from Children's Services.

## Taking your complaint outside Torfaen County Borough Council

You have made a formal complaint and are still not happy with the solution. This is called an External Review of Complaint.

### What you need to do:

**If you are dissatisfied with this response, you can ask the Public Services Ombudsman for Wales to look at your complaint.**

### What we will do:

We can tell you how to contact other independent organisations if you need help with making your complaint. We will send files and information to them if they ask for them. We will respond to the report from the Public Services Ombudsman We will apologise if we have got something wrong and learn lessons from our mistakes.



There are some situations where we would not be able to address your concerns through the complaints process. For example if you are unhappy about a decision that has been through court or if the Council is following the correct policy.

Sometimes we would not be able to deal with your complaint straight away, examples would be if there are ongoing legal issues or if it would affect the child protection process. You can raise a complaint when these actions are complete as long as it is within six months. The complaints team would be able to help you with this, if there is reason why we cannot deal with your complaint we will explain why.

Surname	
Forename	
Mr/Mrs/Miss/Ms or other (please state)	
Address and Postcode	
Email address	
Daytime contact number	
Mobile	
Please state which of the above you would prefer us to contact you	
Please tell us the outcome that you desire	

About Your Complaint (please continue your answers to the following questions on a separate sheet(s) if necessary)

What do you think we did wrong, or failed to do?
Describe how you personally have suffered or have been affected

What do you think should be done to put things right?

--

When did you first become aware of the problem?

--

Have you already put your complaint to the Officer responsible for delivering the work?

--

If so, please give brief details of how and when you did so

--

There are time limits within which to make a complaint. The time limit for using the official complaints procedure is 12 months, although this can be extended in some cases.

Does your complaint fall within the last 12 months? YES  NO

Signature:

Date:

If you have any documents to support your complaint, please attach them with this form. You can return this document to [corporatecomplaints@torfaen.gov.uk](mailto:corporatecomplaints@torfaen.gov.uk)



## Useful contacts

- To contact our Complaints Team Complaints Team, Civic Centre, Pontypool, Torfaen, NP4 6YB  
Telephone: 01495 762200 Email: [corporatecomplaints@torfaen.gov.uk](mailto:corporatecomplaints@torfaen.gov.uk)  
<https://www.torfaen.gov.uk/en/AboutTheCouncil/Complaints/Corporate-Complaints.aspx>
- **The Care Inspectorate Wales (CIW)** regulates all care services in Wales. You can complain directly to them about social care received from care homes and home care agencies, as well as services run by the Council. Care Inspectorate Wales Welsh Government Office Sarn Mynach, Llandudno Junction, LL31 9RZ  
Telephone: 0300 7900 126 Fax: 0872 437 7301 [www.careinspectorate.wales](http://www.careinspectorate.wales)  
Email: [ciw@gov.wales](mailto:ciw@gov.wales)
- **The Children's Commissioner for Wales** can support and advise children and young people on their rights. Children's Commissioner for Wales Oystermouth House, Phoenix Way, Llansamlet, Swansea, SA7 9FS Telephone: 0179 276 5600 / 0808 801 1000 Email: [post@childcomwales.org.uk](mailto:post@childcomwales.org.uk) [www.childcomwales.org.uk](http://www.childcomwales.org.uk)
- **NYAS** For advice and support, please contact our helpline: 0808 808 1001 [help@nyas.net](mailto:help@nyas.net)
- **Childline** - telephone 0800 1111
- **Meic** - text 84001 or telephone 0808 8023456
- **Voices from Care** - telephone 02920 451431
- **NSPCC** - telephone 0808 800 500
- **Public Services Ombudsman for Wales** - 0300 790 0203

