If we can’t fix things straight away we might have to talk to a manager - this can take a bit longer so give us 20 working days to get back to you.

Remember, you can speak to us whenever you want to see how things are going.

If you are still not happy at the end of this... it’s not all over! You can ask some independent people to look at your complaint and take it further. They will want to chat to you and you can have a friend or someone with you to help.
When we do something good or get things right
When we are doing OK but we could do something better
When we get something wrong

When we are doing OK but we could do something better

If you are unhappy about something don’t just keep it to yourself... you are not alone!
Try talking to someone you can trust, like:
✓ the people who look after you
✓ your Social Worker
✓ a teacher
✓ someone in your family

If you are still unhappy, or none of these people can help you, you can speak to...

The Complaints Team
Email us from our website: www.sheffield.gov.uk/tellus

There’s also a form you can fill in and send back to us →

Advocacy for children and young people in care