

HOW IT WORKS...

When we hear from you we will get in touch with you in 3 working days to try and sort out the problem.

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.

A red background featuring several hand silhouettes in various sizes and orientations. A large, semi-transparent speech bubble is centered on the page, containing text.

This leaflet letting you know how to complain about Sheffield City Council Social Services has been developed by:
Sheffield Children In Care Council
&
The Children's Involvement Team

An orange background featuring a large black hand silhouette on the left. On the right, there is a speech bubble containing the text 'TELL US WHAT YOU THINK'.

TELL US WHAT YOU THINK

TALK TO US!

- 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

COMPLAINTS...

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

Please let us know so we can try to put things right for you.



NEED HELP?

Don't let it put you off if you think complaining sounds difficult...someone from the **Children's Involvement Team** might be able to help you do it! If they can't, they will find someone who can...

Call us on:
0114 228 8553 / 07971312457
9am-6pm

Or by email at:
advocacy@sheffield.gcsx.gov.uk

Check out these for more info:
www.sheffieldcicc.org
www.sclu.life

Remember you've got a voice and a right to be listened to!



for children and young people in care
Advocacy

WHAT TO DO...

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 ▶

Complaint Form

Your name: _____

Best way to get in touch with you: (mobile number, email, address etc.) _____

What is your complaint? _____

What would you like to happen? (don't worry if you're not sure) _____

TITLE: _____
YOUR THINK: _____