

Comment,
Compliment
and Complaint
Form for Children
and Young People

Do you have
something
you'd like to
tell us?



Why would I complain?

You may want to complain because:

You feel that you haven't received something you are entitled to. A summary of Children's Rights can be found here: UNCRC

http://www.unicef.org.uk/wp-content/uploads/2010/05/UNCRC_summary-1.pdf

You have been told that you cannot have help or use a Council service.

You have been treated unfairly by a member of staff.

Someone is doing something to you that you do not like or feel comfortable with (for example, you feel you have not been treated with respect).

You have been told that something would be done and it has not been done or it is taking too long.

If your problem does not seem to fit into any of the above or you are not sure, contact us anyway.



These are the services you can complain about:

- Housing
- Library
- Parks
- Playground
- Recycling
- Schools
- School transport
- Social Services
- Special Educational Needs
- Youth Service



What should I do if I am unhappy about something?



1. First of all, you must speak to someone about it.
2. Don't keep it to yourself.
3. If you are unhappy, talk to an adult who you trust, they may be able to sort out the problem. This could be:
 - A member of your family
 - Foster Carer
 - Pastoral Advisor
 - Independent Safeguarding and Reviewing Officer
 - Youth worker
 - Your teacher
 - Social worker
 - An advocate



What if I am still unhappy?

Contact Gareth, Frankie or Ian from the Complaints Team who will either help you take your complaint further or make sure someone listens to your comments.

If you are worried about talking to the Complaints Team by yourself, you can ask an adult you trust to speak on your behalf. If you have a social worker then you can ask an advocate from TGP Cymru to help. You can contact them on this Freephone number: 0800 111 6880 or ask your social worker to contact them for you.

If you don't have a social worker then you can contact Second Voice advocacy service on this Freephone number: **0800 032 2630**

Children or groups of children and young people such as school councils may make complaints on behalf of another child.

01978 292087

complaints@wrexham.gov.uk

Or you can use the form in the centre of this leaflet

Compliments and complaints from children and young people are welcomed.

Complaints Team
Wrexham County Borough Council
Guildhall
Wrexham
LL11 1AY



This booklet is available in different languages, formats or on different colours of paper by request.

What happens to my complaint?

Gareth, Frankie or Ian from the **Complaints Team** will talk to you to find out the details of your problem and what you would like to happen. You can make a complaint or just a comment. You will not get someone into trouble by telling something about a member of staff.

A **team manager** will then look into your problem and try to sort things out. They will write and tell you what they intend to do.

The **Complaints Team** can then talk to you about the decision if you are not happy.

If **you** are not satisfied **we** will explain what happens next.

Compliments

It's always nice to hear good things. Please let Gareth, Frankie or Ian from the Complaints Team know if someone has done something that you feel is very supportive or helpful.

They will be sent a certificate to thank them.



Comment, Compliment and Complaints form

Remember, if you need to speak to someone urgently you can ring a confidential counselling helpline FREE:

Meic 080880 23456 or **Text** 84001 **Childline** 0800 1111



My name

My age

My address

My phone number

My email address

My comment, compliment or complaint is about

The Wrexham Council website explains how we use your information:
https://www.wrexham.gov.uk/top_navigation/privacy.htm



I would like to be contacted

By phone

By email

By letter to my home address

At my school, please let us know your school

Somewhere else