



you and your points of view



Stockton-on-Tees
BOROUGH COUNCIL

Children and Young People

Big plans for the young people of our Borough




Help,
I need to....

We could do
better...

I don't
like that...

I don't think this
should have happened...



This leaflet is for young people who want to have their say.

You may have a compliment for instance, you may have a particular member of staff who was helpful and kind, or you may have ideas about how we could do things better.

You may have a problem, if so try and talk to somebody you trust, who may be able to help and sort it out.

If you are still unhappy, fill in the pull out form in this leaflet and send it to us to make your complaint.

Please use additional paper if you need to. You can also phone or email the team, our contact details are in the Contact Us section.

We will try to help you with your problem and do our best to reply within 2 weeks.

Anything you write will only be shown to people who need to know.



Pull out section

fill it in and return to us in the
envelope provided



Name:

Address:

.....

.....

Email Address:

Telephone No:

(Please tick which contact you would prefer us to use)

Would you like someone independent of the Council to help you with this?

Yes

No

Would you like to meet someone from our team to discuss your problem?

Yes

No

People helping me put my views forward are:

.....

.....

.....

.....

.....

.....



Please tell us about yourself:

.....
.....
.....

I want to tell you about an:

Idea Compliment Complaint Comment

Please tell us more

.....
.....
.....
.....
.....
.....
.....

What I want to happen:

Please tell us more

.....
.....
.....
.....
.....
.....
.....

Signature Date:

How old are you?

Under 10

11 - 18

19 - 24

Are you?

Male

Female

Prefer not to say

Do you have a disability or long term health problem?

No

Hearing impairment

Visual impairment

Physical disability

Learning disability

Mental illness

Long term illness

Other long term health problem

Prefer not to say

What is your faith?

Christian

Buddhist

Hindu

Jewish

Muslim

Sikh

Any other religion

None

Prefer not to say

What is your ethnicity?

White:

British, Irish or Other

Mixed:

White and Black Caribbean

White and Black African,

White and Asian or Other

Asian or Asian British:

*Indian, Pakistani,
Bangladeshi or Other*

Black or Black British:

Caribbean or African

Chinese:

Other ethnic background

Prefer not to say

Stockton-on-Tees Borough Council is the data controller for the purposes of the Data Protection Act of 1998. Please note that you are entitled to obtain details of the data, the purposes for which it is held and a description of those to whom it may be disclosed, by contacting the Information Governance Team on 01642 527521 or email FOIandComplaints@stockton.gov.uk

Contact Us

 **01642 527521**

 FOlandComplaints@stockton.gov.uk

 www.stockton.gov.uk/cscomplaints

Other Useful Contacts

National Youth Advocacy Service Freephone

 **0808 808 1001**

 www.nyas.net

Childline Freephone

 **0800 1111**

 www.childline.org.uk

Office for Standards in Education, Children's Services and Skills
(Ofsted)

 **0300 123 1231**

What if I am still unhappy?

If you are still unhappy after we have responded to your complaint you can contact the following organisations:

 Local Government and Social Care Ombudsman

PO Box 4771

Coventry

CV4 0EH

 www.lgo.org.uk/make-a-complaint

 **0300 0610614**





If you would like this information in any other language or format for example **large print**, Braille and/or audio please contact 01642 527521.

إذا كنت ترغب الحصول على هذه المعلومات بلغات أو بأشكال أخرى على سبيل المثال بالطبعة الكبيرة أو بالشريط المسجل فالرجاء الإتصال 'بدايفرستي تيم' على هاتف رقم 01642 527521

ARABIC

اگر شما این اطلاعات را به زبان یا شکل دیگری مثلا چاپ بزرگ یا بصورت صدا میخواهید لطفا با تیم دایورسیتی (گوناگونی) با شمار 01642 527521 به تماس شوید

FARSI

Si vous souhaitez obtenir ces informations dans d'autres langues ou sous un autre format, par exemple, en gros caractères / version audio, veuillez contacter l'équipe au n° 01642 527521

FRENCH

نه گهر حضرت لی یه نهم زانیاریه به ده سنت بکه ویت به زمانه کانی تر یان به شیوه یه کی تر بو نمونه چاپی گهره/یان به تیپی تو مارکراو تکایه په یوه ندی بکه به تیمی دایفیرستی له سهر زماره ی ته له فون 01642 527521

KURDISH

欲要這份資訊的其它語言版或其它版式例如大字體印刷/錄音帶，請致電 01642 527521 接洽 '多元化隊'

CHINESE

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਬਣਤਰ ਜਾਂ ਬੋਲੀ ਵਿੱਚ, ਵੱਡੀ ਛਪਾਈ ਵਿੱਚ ਜਾਂ ਟੇਪ/ਸੀ ਡੀ 'ਤੇ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਠੂੰ 01642 527521 ਨੰਬਰ ਉੱਤੇ ਫੋਨ ਕਰੋ।

PUNJABI

اگر آپ ان معلومات کو کسی بھی اور زبان یا انداز، مثلاً بڑے پرنٹ/آڈیو ٹیپ وغیرہ میں حاصل کرنا چاہیں، تو ڈائیورسٹی ٹیم کو اس نمبر پر فون کیجئے 01642 527521

URDU

November 2017