

Comments, Commendations & Complaints



Stockton-on-Tees
BOROUGH COUNCIL

Big plans for the young people of our Borough

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Improving Services

Stockton-on-Tees Borough Council provides a wide range of services, which includes Children's social care services.

It is important that customers who use our services tell us how we are doing as we try to provide the best possible service at all times.

We Welcome your Views


You may have a compliment, (for instance if you have found a particular service or member of staff helpful), or ideas about how we could do things better.

You may also wish to make a complaint when you feel that your expectations of a service have not been met.

Whatever your Views we Welcome Them


How to get in touch


You can contact us by email, telephone, letter or in person, or use the form in the middle of this leaflet.

 01642 527521

 FOandComplaints@stockton.gov.uk

Complete the form in the centre of this booklet and return to:

 Information Governance Team
Information & Improvement Services
Municipal Buildings
Church Road
Stockton-on-Tees
TS18 1LD

 Visit any of our offices or establishments.

Who Can Complain

You can make a complaint if you are a child or young person who receives a service from children's social services. A parent, carer, relative or anyone else who has sufficient interest in the welfare of a child or young person who receives a service can also make a complaint on their behalf.

You should make your complaint within 12 months of the incident about which you want to complain. We can in some instances consider your complaint if the incident occurred more than 12 months ago, we will inform you upon receipt of your complaint.

We Can Assure You that Making a Complaint Will:

- Not affect the service you receive
- Not mean you will be labelled a trouble maker
- Not mean you will be singled out or mistreated.

If you are afraid that any of these things may happen to you or you would like to talk to someone confidentially, then please contact the Complaints Team using a method on page 3.

What We Will Do

If you give us a compliment or make a suggestion on how we can improve what we do, we will pass this onto the appropriate manager of the service.

If you tell us you are unhappy about the service we have provided, we will try to find the best way to resolve this. This could include enabling you to discuss your dissatisfaction with the manager of the service. If this does not resolve the issue, we will record it as a complaint. All expressions of dissatisfaction will be taken seriously and dealt with appropriately.

Details of how we will deal with your complaint will be provided.

We will try to resolve your problem as quickly as possible and keep you informed of progress. If you or your children require an advocate to assist with your complaint then this can be arranged.

continued on page 7

Feedback Form

Name:

Address:

Date:

Telephone number:

If you would prefer us to contact you by email please provide your email address:

Name and address of person wishing to make a comment or complaint, if different from above.

I want to tell you about...

Please tick the appropriate box then turn over to give full details.

- My Compliment
- My Comment
- My Complaint

Please enter full details below

Please continue on a separate sheet of paper if necessary

What I would like to happen as a result of my compliment, comment, complaint.

Signature:

Date:

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 Information Governance Team on 01642 527521 or email FOlandComplaints@stockton.gov.uk.

Advice and Support

If you require advice and support the following organisation may be able to help:

For Adults

✉ Citizens Advice Bureau
Stockton and District Advice and Information Service
Bath Lane
Stockton-on-Tees
TS18 2DS

☎ 01642 633877

🌐 www.citizensadvice.org.uk

For Children

☎ NYAS
National Youth Advocacy Service
Freephone 0808 808 1001

🌐 www.nyas.net

What if I am Still Unhappy?

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

✉ Local Government and Social Care Ombudsman
PO Box 4771
Coventry
CV4 0EH

☎ 0300 061 0614

🌐 www.lgo.org.uk

You can contact the Ombudsman using a text phone via the Text Relay service (formerly Typetalk).

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

إذا كنت ترغب الحصول على هذه المعلومات بلغات أو بأشكال أخرى على سبيل المثال بالطبعة الكبيرة أو بالشرط المسجل فالرجاء الإتصال 'بدايفرستي تيم'

على هاتف رقم 01642 527521

ARABIC

اگر شما این اطلاعات را به زبان یا شکل دیگری مثلاً چاپ بزرگ یا بصورت صدا میخواهید لطفاً با تیم دایورسیتی (گونگونی)

با شماره 01642 527521 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

ئەگەر حەزرت لێ بە ئەم زانیاریە بە دەستت بکەویت بە زمانەکانی تر یان بە شێوەیەکی تر بۆ نمونە چاپی گەورە/یان بە تێپێ تۆمارکراو نکایە پەیوەندی بکە بە 'تیمی دایفیرستی'

لە سەر ژمارەى ئەلەفۆن 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

ਫ਼ੋਨ 01642 527521 ਨੰਬਰ ਉੱਤੇ ਫ਼ੋਨ ਕਰੋ।

PUNJABI

اگر آپ ان معلومات کو کسی بھی اور زبان یا انداز، مثلاً بڑے پرنٹ/آڈیو ٹیپ وغیرہ میں حاصل کرنا چاہیں، تو ڈائورسٹی ٹیم

کو اس نمبر پر فون کیجئے 01642 527521

URDU