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**Social Care Customer Services  
Community Based Services  
FREEPOST  
Civic Centre  
Gateshead  
NE8 4HJ**

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### **Different Formats**

This information is available on request  
in large print, Braille and on  
audiotape/CD/MP3, or in a different  
language. Phone: 0191 433 3444.

# **Tell us *YOUR* views on our children's care services**



*From compliments to complaints  
we want your views*

Children's Social Care Services

## We would like to hear your views on our children's social care services

You may want to:

- Say thank you to someone who has helped you
- Tell us how you think we could do things better
- Make a complaint

We welcome your views as they help us improve our services where we can.

If you have a complaint, you should first speak to the member of staff that you know best. Most complaints are sorted out this way, if not, you can speak to someone from Social Care Customer Services at the Civic Centre. Social Care Customer Services are not involved in the day-to-day running of children's services.

All complaints are investigated fairly and thoroughly and we make sure that staff do not investigate complaints about themselves.

You can contact Social Care Customer Services by:

Phone: 0191 433 2692 (office hrs)

Email: [enquiries.cbs@gateshead.gov.uk](mailto:enquiries.cbs@gateshead.gov.uk)

Minicom: 0191 433 2619

## Stage 1 RESOLUTION

You can make your complaint:

- Over the telephone
- In writing
- In person, to the member of staff you know best
- By email

We would ask you to tell us why you are unhappy and what you would like us to do to put it right.

Your complaint will be acknowledged within three working days and the person looking into it will talk to you about your complaint and how we can try to put things right.

An advocate may be provided to help you.

Most complaints are sorted out at this stage.

## Stage 2 INVESTIGATION

At the end of Stage 1, if you are not happy with the outcome, you can ask for your complaint to be investigated further.

An investigating officer and an external independent person will then be asked to look into your complaint.

Once we are sure of what you want us to look into, the investigation will then start. You should receive a letter within 25 working days telling you:

- What was found
- What children's services has decided to do about it
- Why the decisions were reached

If your complaint is complicated, this may take longer than 25 days. The Investigating Officer will let you know about any delays.

## Stage 3

When you receive the written outcome of Stage 2, you will also be sent details of how to ask for the complaint to be heard by a review panel.

If you are unhappy with the Stage 2 reply and you would like a review panel to hear your complaint, please apply within 20 working days of receiving the written outcome to Stage 2. A separate leaflet on review panels is available.

### Are there any other ways to complain?

Yes. You can contact:

- your local councillor;
- your MP;
- a solicitor; or
- The Local Government Ombudsman  
PO Box 4771  
Coventry  
CV4 0EH

### LGO Advice Team:

0845 602 1983 or 0247 682 1960

Fax: 024 7682 0001

Text "Call Back" on 0762 480 4323

Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

Website: [www.lgo.org.uk](http://www.lgo.org.uk)

The Ombudsman will expect you to have gone through the statutory complaint procedure first.

If there is anything you want to tell us please complete this section and return the leaflet to us:-

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### The following details are optional.

Name (Mr/Mrs/Ms) \_\_\_\_\_

Address \_\_\_\_\_

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Post Code \_\_\_\_\_

Telephone. No. \_\_\_\_\_



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