

# CHILDREN'S SERVICES COMPLAINTS & COMPLIMENTS

## Compliments

Most of the time, if you want to say thank you or well done you can do this face to face. Sometimes you might want other people to know that someone has done a good job. You can contact us in any of the ways shown below, and we will pass on your good wishes. We will also write back to let you know what we have done.

## Complaints

If you have a complaint about Children's Social Services we will use this procedure to deal with it.

A [Children and Young People version of the complaints procedure](#) is also available.

### STEP 1

Tell the person from Northumberland Children's Services with whom you have most contact about your complaint. If you would prefer not to discuss your complaint with that person, then ask how you can get in touch with the [Children's Complaints Officer](#)

Whoever you speak to will listen to what you have to say, and do all they can to help you. We want to work with you to find a solution to the problem. You will get a written record of what is agreed. This will normally be completed within 10 working days. If the complaint is complicated this may take a bit longer but we will agree this with you in advance.

### STEP 2

If you are not satisfied with the response you receive, then you can ask for an investigation by phoning or writing to the [Children's Complaints Officer](#).

A senior officer or an Independent Investigator will then make an enquiry on your behalf. The Complaints Officer will discuss this with you. We will aim to send you a written reply within 25 working days. If we can't reply within that time, then we will tell you why, and let you know when you can expect a reply. This will be within 65 working days.

### STEP 3

If, after receiving the reply, you are still unhappy, then you can ask for your complaint to be reviewed by a panel of independent people who have not previously been involved in the complaint. Just contact the [Children's Complaints Officer](#) within 20 working days of the reply.

The panel will consider whether or not reasonable efforts have been made to resolve your complaint and what, if anything could still be done.

### STEP 4

If, after going through steps 1-3 you are still not satisfied with the Council's response, you can take your complaint to the Local Government Ombudsman.

[Local Government Ombudsman](#)

Beverley House  
17 Shipton Road  
York  
YO30 5FZ

**Tel: 01904 663200**

**Fax: 01904 663269**

**You can contact the Complaints Officer by writing to:**

Children's Complaints Officer  
Children's Services  
Freepost NEA15580  
Morpeth  
Northumberland  
NE61 1BR

e-mail: [client.relations@northumberland.gov.uk](mailto:client.relations@northumberland.gov.uk)

phone: 01670 533888 freephone: 0800 373615

Text: 07766 631 901