



# Get the Facts...

complaint, suggestion  
or compliment

## How to make a complaint, suggestion or compliment about children's social care

### **Who can complain, make a suggestion or give a compliment?**

Anyone who receives a service from children's social care.

### **Why would I complain?**

If you're unhappy with the way you're being treated.

#### **For example:**

- If something has happened at your foster placement, or
- If you feel you are not getting enough support from your social worker.

### **What about suggestions?**

If you think something could be improved about the service you receive, you may want to make a suggestion.

#### **For example:**

- You might want more information about your rights in care, or
- You may want to be more involved in the planning of your care.

### **And compliments?**

It's our intention to provide you with a first-class service so you might want to compliment us.

#### **For example, you could let us know:**

- If you are pleased with something your social worker has done for you, or
- If you feel happy about your foster-care placement.

## Who do I tell?

Whether it's a complaint, a suggestion or a compliment, speak to your Social Worker. If you don't feel able to do that, try the Complaints Manager.

## Can someone act for me?

Yes. You can ask a relative or friend. The Children's Rights Service might also be able to help. The Children's Rights Service supports looked after children and young people aged 5-19 years and children and young people on a Child Protection Plan aged 11-19 years who want to make a suggestion or complaint about their care.

## What will happen?

**Complaints:** A Manager within Children's Social Care will look into why you are unhappy. They may wish to speak to you to find out more. You can have someone to help you with this, and this can be a friend or another person you trust.

The Manager will try to sort out your complaint within 10 days (not including Saturdays and Sundays). If they need more time, they will let you know.

Any information you tell the Social Worker or Manager will be kept private. It will only be used to sort out your complaint.

**Suggestions:** The Manager will consider your comments to see if anything can be done.

**Compliments:** These will be shared with the person or service you are pleased with.

## What if I'm not happy with the Manager's response to my complaint?

You should tell the Complaints Team who will arrange for further investigations.

Level 4 Tameside One  
PO Box 317, Ashton U Lyne  
Tameside, OL6 0GS

Tel: 0161 342 3535

E-mail: [socialcarecomplaints@tameside.gov.uk](mailto:socialcarecomplaints@tameside.gov.uk)

## Contact information

### Tameside Children's Social Care

The Denton Centre  
Acre Street, Denton  
M34 2BW  
Tel: 0161 342 4477

### Tameside Children's Rights

Stalybridge Community Fire Station  
Rassbottom Street, Stalybridge, SK15 1RF  
Telephone: 0161 303 1636  
FREEPHONE: 0800 028 3185  
Email: [tamesidecrs@barnardos.org.uk](mailto:tamesidecrs@barnardos.org.uk)

Children's Rights workers are independent and can help you to share and express your views, wishes and feelings about your experiences.

### Childline

Freephone: 0800 1111  
[www.childline.org.uk](http://www.childline.org.uk)

### The Local Government Ombudsman

PO Box 4771  
Coventry CV4 0EH

Tel: 0300 061 0614

You can also text 'call back' to 0762 481 1595

### OFSTED

3rd Floor Piccadilly Gate  
Store Street, Manchester M1 2WD  
Tel: 0300 123 3156

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

### Alternative formats

This leaflet is also available in easy read format.

Please contact the Complaints Manager for more information:

آپ اپنی ہائیڈ سوشل ورکرس کے ساتھ کسی نہ کسی وجہ سے ناخوش ہو سکتے ہیں، مگر یہ آپ کو اپنی زندگی میں بہتر بنانے میں مدد دے سکتے ہیں۔ آپ کو اپنی زندگی میں بہتر بنانے میں مدد دے سکتے ہیں۔ آپ کو اپنی زندگی میں بہتر بنانے میں مدد دے سکتے ہیں۔ آپ کو اپنی زندگی میں بہتر بنانے میں مدد دے سکتے ہیں۔

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