

The customer service team will chat to you about your problem, and will help to try to make things better.

 Call the customer service team free on 0800 011 3644

 Or email: fw-customerservice@warrington.gov.uk

Or write to:

RLRT-CRSK-YTXK
FREEPOST
Warrington Borough Council
Customer Service Team
1 Time Square
Warrington
WA1, 2NT



Need some more help?

If you are not sure what to do, or want some help saying what the problem is, the National Youth Advocacy Service (NYAS) can help.

NYAS are a charity who work with children and young people to help make their voices heard, especially in important decisions which affect their lives.

Phone NYAS FREE on 0808 808 1001



We hope that this information has been helpful.

If you have any questions call the customer service team on 0800 011 3644
They will be happy to help!



Shout Out!
How to tell children's social work services if something isn't right...



WARRINGTON
Borough Council

What's the problem?

Do you feel you are being treated unfairly or wrongly?

Is no-one listening to what you have to say?

Do you have an idea for how things could be done better?



It's OK to complain or say you are not happy about ...

your carers, social workers, youth workers or teachers and you won't get into trouble!

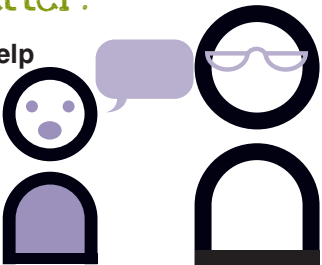
If we don't know about it, we can't help and by speaking out you might even make things better for other children and young people too!



Tell Someone, your feelings matter.

People who can help

Try talking to your parent/carer about your problem, or contact any of the following people:



- Social worker
- Youth worker
- Conference and review manager
- Teacher
- Education welfare officer
- A trusted adult
- National Youth Advice Service (NYAS)



Any of these people will help you get things sorted out.

But if they don't, you can contact the customer service team.

