

Children and Young People's Social Work Services

Let us have your feedback, compliments and complaints



The customer service team, families and wellbeing can be contacted at:

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

☎ Telephone: 01925 442965
✉ fw-customerservice@warrington.gov.uk

Visit or telephone us at:

Contact Warrington
1 Time Square
Warrington
WA1 2NT

☎ Telephone: 01925 443322

Contact the Local Government Ombudsman (LGO)

☎ Telephone: 0300 061 0614
✉ Email: enquiries@lgo.org.uk
🌐 www.lgo.org.uk

Contact Ofsted

☎ Telephone 0300 123 4666
✉ Email: enquiries@ofsted.gov.uk
🌐 www.gov.uk/government/organisations/ofsted

Contact your councillor

You can get the names and addresses of councillors from your local library or on the website: www.warrington.gov.uk



If you are making a complaint please tell us how you think we can put matters right:

.....
.....
.....

Help to complain

If you would like help with your complaint, we can try to arrange this. Would you like information about organisations that can help with your complaint? Yes No

Please return to the freepost address overleaf.

June 2017

If you have a compliment, some feedback or complaint about children and young people's social work services it is important that you let us know.

The best way for the council to make improvements to the services children and young people receive is to listen to feedback and learn from it. Your comments - good and bad, will be welcomed.

If you have a general comment to make or would like to compliment a member of staff or a service, please fill in the form at the back of this leaflet or complete one online at www.warrington.gov.uk.

Complaints procedure

Putting your complaint in writing is a good way of starting to make things better. You can also make a complaint by phone or going into Contact Warrington, or by contacting the customer service team. (All of these contact details can be found on the back of this leaflet).

We understand that some people may find it difficult to complain. You may be anxious or have difficulties speaking and communicating. We will try to help you in any way we can or put you in touch with someone who can assist you.



Step 1: Tell the person from the team you have the most contact with about your complaint. If you prefer, contact the manager of the team or the customer service team. We will listen to what you have to say, and do all we can to help you. You will get a written response of what is agreed normally within 10 working days. Some cases are more complicated. They may take a little longer but no more than an additional 10 working days.

Step 2: If you are not happy with the response you receive a member of the customer service team will arrange for an independent investigator to make enquiries on your behalf. They will conduct a full investigation and write a report of their findings. A copy of their report will be sent to you and also to the relevant senior manager who will inform you of the action they intend to take based on the report.

Step 3: If you are still unhappy with the response, you can ask for your complaint to be reviewed by an independent review panel.

To do this, you must contact the customer service team within 20 working days of receiving your



response from the independent investigator.

If your complaint has been fully investigated and you are still not satisfied, you have the right to contact the Local Government Ombudsman.

Further information about any of the stages within the complaints process can be obtained from the customer service team.

Feedback, compliments and complaints are important as they help us to improve and develop our services.

Enquiry type: feedback compliment complaint
(Please tick)

Name:

Address:

Post Code: Telephone:.....

Details

Please continue overleaf