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.

www.tameside.gov.uk/socialcare/children/complaints
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 Manager who will arrange for further investigations.

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