




Hull
City Council

A guide for young people

What to do if you
have a concern or
complaint about
Children, Young
People & Family
Services in Hull



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What to do if you
have a concern or
complaint about
Children, Young
People & Family
Services in Hull



Complaint Form

My name is:

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I live at:

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My telephone number is:

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Tell us what has happened:

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Tell us how this has made you feel

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What do you want to change?

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How can we put things right?

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Do you want to tell us anything else?

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Do you want an Advocate to help you? YES NO

Is there anyone you think we should speak to,
when looking at your complaint?

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Send the completed form to the:

FREEPOST RSJC-KKBE-ABXZ
PRIVATE AND CONFIDENTIAL
Children, Young People and Family Services
Hull City Council
PO Box 15
HULL HU1 2AB





A guide for young people

This leaflet explains how you can make a complaint about Children, Young People & Family Service's in Hull.

Making a complaint is never easy and it's often difficult to explain what you want to say. This is where an ADVOCATE can help.

An advocate is someone who can help you speak up so your views are heard, your rights are met, your problems are sorted and you feel happier with what is going on around you.

The law states that "you have the right to receive help from an advocate when you are thinking about making a complaint or wanting things to change, without having to actually complain".

Hull Children, Young People & Family Services have advocates who are friendly and helpful and there to support you!

Your advocate must promise to keep what you say "PRIVATE". The only reason information may not be kept private is if we think you are at risk or a risk to other people.





How an advocate can help you

- an advocate can help you put your views and feelings across about decisions that are being made about your life
- they can help you speak up for yourself or speak on your behalf if that's what you want
- they can help you make a complaint
- they can give you information and advice about your rights and as well as help you make choices about what is best for you

Who can be an advocate

There are three main types of advocates:

- people who are specially trained as advocates
- other people who may be able to help you such as members of your family, friends, teachers, adults who already support you.
- national organisations such as the National Youth Advocacy Service (NYAS)

Their contact details are on the back of this booklet.

When might I use an advocate

If you are feeling unhappy with something going on in your life. This could be at school or college, it may be problems with where you are living. It could be about decisions made for you, not by you. It could even be about how you have been treated by the police or the courts.

The Complaints Procedure

A Complaint Co-ordinator will support you in making your complaint, they will arrange for you to have an advocate, if you would like one, and will explain what happens with the complaint process from start to finish. The Complaint Co-ordinator is there to support you, and will be happy to answer any questions you may have.

By having a chat with you, the Complaint Co-ordinator will find out what your complaint is. This will then be shared with a manager who will make enquiries in to your complaint and explain how they can put things right for you. We would expect this to happen within 10 working days. This is called 'Stage One of the complaint process'. Nearly all of the complaints we receive from young people are sorted out at this stage.

If you are not happy with the response to your complaint at Stage One, that's okay, the Complaint Co-ordinator will have a chat with you about what happens next.





How to contact us

You can get in touch with us by:

Telephone: 01482 616143

Email: socialservices.complaints@hullcc.gov.uk

Visit or write to us at:

Children, Young People & Family Complaint Service
Brunswick House
Strand Close
Hull, HU2 9DB

Or complete the tear off part of this leaflet and send it off to us.

Contact details of Advocacy and Children's Rights Services

National Youth Advocacy Service (NYAS)

Freephone helpline - 0808 808 1001

Email - help@nyas.net



This leaflet can be made available in other formats (large print, audio and Braille as appropriate) and other languages.
Please phone (01482) 616 143

