

**Children's Social
Work Services**



**TELL US
WHAT YOU
THINK**

A leaflet for young people wanting to raise concerns



Your complaints, compliments and comments are valuable to us, as they give us a chance to learn and help us improve our services for you.

Complaints

- Are you unhappy with the service you've received from us?
- Are you unhappy with the way a decision has been made?
- Have we taken too long to respond to you?
- Have people who work for the Council treated you in the correct way?
- Is there anything else you are not happy with?

Compliments

- Have you received a really good service from us?
- If we have done something well, please let us know - it may help others in the future if we share good ideas.

Comments

- Do you have any suggestions about how we could make our services better?
- Is there anything else you'd like to tell us about?

Other people you can talk to:

- National Youth Advocacy Service : 0300 330 3131
- Childline: 0800 1111

How to contact us

Email: candacomplaints@solihull.gov.uk

Phone: 0121 704 8296

Letter: Children and Adults Complaints, Solihull Council, Council House Manor Square,
Solihull B91 3QB



Data Protection

The information you give to us will be used so that we can investigate your complaint. Any details you give us may be shared with other people who may be involved with your complaint, now and in the future. Sometimes, the law says this information may also be shared with other organisations we work with. Your personal details may be shared with other departments or teams in the Council to make sure the information we hold is correct and to find out about any other services that may be of interest to you.

I wish to make the following: (please tick one box)

Complaint

Compliment

Comment

Please complete all details on this form and send it to

- Children and Adults Complaints Team, Solihull Council, Solihull, West Midlands, B91 3QB
- Or hand it in at any of the Solihull Council Connect walk-in centres - for opening times go to our website at www.solihull.gov.uk/About-the-Council/Customer-services/walk-in-centres

If you need any further assistance or help to complete this form, please contact a member of the Children and Adults Complaints Team on 0121 704 8296.

Today's Date

Your name

Address

Postcode

Telephone number

Email

If you are writing on behalf of someone else, please give their details below.

Name

Address

Postcode

Telephone number

Relationship to you

Name of social worker (if known)



Please tell us about your complaint, compliment or comment.

Continue on a separate piece of paper if necessary.

Please tell us what you would like to happen as a result of making this complaint, compliment and comment.

