

# Some useful contact details

## Voiceability (Advocacy):

Tel: 0300 303 1660

Email: [helpline@voiceability.org](mailto:helpline@voiceability.org)

Web: [www.voiceability.org](http://www.voiceability.org)

## Children's Commissioner for England:

Tel: 0800 5280 731

Web: [www.childrenscommissioner.gov.uk/help-at-hand/](http://www.childrenscommissioner.gov.uk/help-at-hand/)

## The Holly Project

Web: [www.hollyproject.org](http://www.hollyproject.org)

Email: [info@hollyproject.org](mailto:info@hollyproject.org)

Tel: 01952 947 831

## Ofsted:

Tel: 0300 123 1231

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

## For other help and support services please visit

Web: [www.livewell.telford.gov.uk](http://www.livewell.telford.gov.uk)



## Positive experiences

We would also like to know about your positive experiences, please contact the Customer Relationship Team, scan the QR code, or visit [www.telford.gov.uk/feedbackform](http://www.telford.gov.uk/feedbackform)



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## Are you unhappy with children's social care?

You have a right to make a complaint if you are not happy with the services you have received.

# Are you unhappy with something?

**Have you discussed your worries with your Independent Reviewing Officer or Social Worker? Are you still unhappy?**

You have a right to make a complaint if you are not happy with the services you have received from children's social services and you are entitled to receive support from an advocate who will represent you.

**Did you know that as a young person you:**

- **Have the RIGHT** to have your wishes and feelings heard?
- **Have the RIGHT** to say when you're not happy with something?
- **Have the RIGHT** to be listened to and taken seriously?
- **Have the RIGHT** to have your issue or problem sorted out as soon as possible?
- **Have the RIGHT** to have the support of an advocate?

## What is a complaint?

- This might be something to do with your care plan and the decisions that have been made about where you will stay.
- It could be because you feel that you are not having family time that you think you should be having.
- You may feel that your social worker doesn't see you often enough or doesn't contact you when you ask them to.
- It could be something to do with the way you are treated by those people responsible for looking after you.
- It could be anything to do with the service you have received or not received.



## How can I get in touch with the customer relationship team?



Call us on: 01952 382006



Email us at: [customer.relationship@telford.gov.uk](mailto:customer.relationship@telford.gov.uk)



Write to us: Customer Relationship Team, Darby House, Lawn Central, Telford, Shropshire, TF3 4JA.



## What happens next?

It's up to you how you want to talk about things. **The customer relationship team can help you decide what you want to do and how you want to do things.** You can ask someone else to help you if you want to, this might be an advocate or carer.

We can help you get in touch with an advocate (also see contacts on back page). Advocates are people who can say the things you want to say, for you. They make sure you are listened to, and you are involved in decisions being made about your life.



## Complaint procedures

For information about the complaint procedures including a summary procedure please **scan the QR code** or visit:

[www.telford.gov.uk/complaints](http://www.telford.gov.uk/complaints)



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