



# Your Shout!

How to make a comment, compliment or complaint

For children and adults who are supported by children's social care & safeguarding

[www.portsmouth.gov.uk](http://www.portsmouth.gov.uk)

**Who can  
make a complaint?**

**What can I  
complain about?**

**What happens  
when I make a  
complaint?**

# Making a comment, compliment or complaint

**This booklet is for children, young people and adults who have a comment, compliment or complaint to make about children's social care and safeguarding.**

You may be:

- in a children's home
- with foster carers
- at supported lodgings
- in respite care, or
- helped and supported by social care
- a parent, carer or relative



## What can I complain about?

You have a right to complain about anything that makes you unhappy, or upset or angry.

### That might be:

- feeling that race, culture, religion or sexuality is not being respected
- being moved from where you live without anyone talking to you about it
- being bullied
- feeling uncared for
- being touched in a way that feels wrong
- having no say in important decisions about your life or your child's
- feeling that you are being treated unfairly
- our staff's attitude or behaviour
- anything to do with the way social care looks after you

## Adult social care services

There is a version of this leaflet for services provided by adult social care.

For a copy, please call us on

**023 9268 8317**



## Tell someone you trust

Talking to someone can often stop a small worry becoming a big one. You could talk to your:

- family
- friends
- key worker
- foster carer
- social worker
- teacher
- advocate

If you are a child or young person and would like an advocate to help you make your complaint then please contact us, we can arrange this for you or give you details of an advocate you can contact yourself.

## Still not sorted?

If this hasn't helped or you don't want to talk to any of these people you can make a complaint.

This is not as scary as it sounds. You just need to tell a complaints manager about your worries.

It is OK to complain.  
You won't get in any trouble.

## How do I do this?

This is the easy bit. You can phone, email or write to let us know your concerns and what you want us to do to put things right.

- **Phone:** 023 9268 8422
- **Email:** [csccomplaints@portsmouthcc.gov.uk](mailto:csccomplaints@portsmouthcc.gov.uk)
- **Fill in the form** on the back cover, fold it in half to seal it and put it in the post (no stamp needed)
- **Search "complaints"** on our website [www.portsmouth.gov.uk](http://www.portsmouth.gov.uk) for our online complaint form

The complaints manager will write back to you within two working days of receiving your complaint to let you know we have received it and how we plan to investigate your concerns. We may also telephone you or try to invite you to a meeting to try and sort things out.

## Comments and compliments

We want to provide the best service we can. To help us do this we would like to hear your views on the services that you use. If you are pleased with a member of staff or service, please let us know. You may also have a comment to make.

Name: .....

Age (If child): .....

Address: .....

.....

Telephone: .....

What is your comment  
compliment or  
complaint? .....

.....

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.....

.....

.....

How do you think this  
can be sorted? .....

.....

.....

## About you

Please help us make sure everyone is treated fairly by ticking the boxes that describe you best:

**I am:**

- a male
- a female
- a child
- an adult

**I am:**

- Black African
- Black Caribbean
- Black European
- Chinese
- Bangladeshi
- Pakistani
- Indian
- Vietnamese
- European Asian
- White
- Other

**I have a disability or health issue that affects my daily life:**

- yes
- no

Social Care Complaints  
Civic Offices  
Guildhall Square  
Portsmouth, PO1 2ZX

**Telephone:** 023 9268 8422

**Email:** [csccomplaints@portsmouthcc.gov.uk](mailto:csccomplaints@portsmouthcc.gov.uk)

[www.portsmouth.gov.uk](http://www.portsmouth.gov.uk)



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