



Your shout!

How to make a comment, compliment or complaint

For children and adults who are supported by children & families social care

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 & families social care.

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 your 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 life
- feeling that you are being treated unfairly
- our staff's attitude or behaviour
- anything to do with the way social care looks after you

Adults 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 9284 1172





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

There's also a special organisation for children called NYAS you can talk to who are listed on the back cover of this booklet.

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 into
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 9284 1172**
- **Email: 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 is needed)**

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 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 number:

I wish to make a: ☐ comment ☐ compliment ☐ complaint

What is your comment, compliment or complaint? :

.....

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.....

How do you think this could be sorted?:

.....

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If you run out of space, please use extra paper.

About you

Please help us to 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 have a disability or health issue that affects my daily life:

- ☐ yes ☐ no

I am:

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



Portsmouth City Council
The Social Care Complaints Manager
Civic Offices
Guildhall Square
PORTSMOUTH
PO1 2ZX

National Youth Advocacy Service (NYAS)
Egerton House, Tower Road,
Birkenhead, Wirral, CH41 1FN

Freephone: 0800 6161 01

www.nyas.net

www.portsmouth.gov.uk

Bengali

আপনি এই সেশিয়েল কেয়ার কমপ্লেইন লিফটে বা পুত্রিকা অনুবাদিত অথবা অন্য ভাষায়ও পেতে পারেন, এবং তা আপনি আমাদের আপদার নাম, ঠিকানা এবং কোন ভাষায় আপদার প্রবোজন তা, 02392 841172 এই নম্বরে টেলিফোনের দ্বারা, এই ফর্ম ব্যবহারের মাধ্যমে, social_care.comments@portsmouthcc.gov.uk এই ঠিকানায় ই-মেইলের মাধ্যমে অথবা দি কমপ্লেইনটস ম্যানেজার, সেশিয়েল কেয়ার, ফ্লোর 1, সিভিক অফিসেস, গিল্ডহল স্কোয়ার, পোর্টসমাউথ, PO1 2ZX এই ঠিকানায় চিঠি লিখে জানালের মাধ্যমে পেতে পারেন।

Kurdish

دەتو ئارێت نامەڵکە **Social Care Complaints** (سەکاڵکەتی چاودێری کۆمەڵایەتی) ت بۆ تەرجومەگیرێت بۆ بە زمانی ئێر و بریگیریت، بە پێدانی ناوگەت، ناونیشانەگەت و زمانەگەت کە دێجواریت، بە تێمە، بە ئەلفۆنێر دێ بۆ 02392 841172. بە بەکارهێنای فرم، بە تێمەلکردن بۆ social_care.comments@portsmouthcc.gov.uk بۆ بە نامە نووسین بۆ

The Complaints Manager, Social Care, Floor 1, Civic Offices, Guildhall square, Portsmouth, PO1 2ZX

Pashto

تایپی د سوشل کیر د شکایاتو دا لیفلار په کومه بله کې ژباړه شوی ترلاسه کولی شئ. موږ ته خپل نوم، ادرس او په کومه ژبه کې چې تایپی دا خواوړن، هغه ووايست، په دې خبره د ژنگ واخلو سره ددې خبرې په استعمالولو سره، او په دې پته ده ای میل کولو 02392 841172 سره

social_care.comments@portsmouthcc.gov.uk یا په دې پته د شکایاتو منیجر ته د لیک واخلو سره :
The Complaints Manager, Social Care, Floor 1, Civic Offices, Guildhall square, Portsmouth, PO1 2ZX

Farsi

شما می توانید نام، آدرس، و زبان مورد نیاز خود را از طریق تماس با تلفن 02392 841172 یا با استفاده از این فرم، یا از طریق ارسال ایمیل به آدرس : socialcare.comments@portsmouthcc.gov.uk

و یا بلنوشتن نامه به مسئول رسیدگی به شکایات بخش مراقبتهای اجتماعی به آدرس ذیل:
The Complaints Manager, Social Care,
Floor 1, Civic Offices,
Guildhall Square,
Portsmouth,
PO1 2ZX

به ما اطلاع دهید و تقاضا کنید که جزوه طرح شکایات در امور مراقبتهای اجتماعی برایتان ترجمه شود و یا به زبان دیگری در اختیارتان قرار گیرد.

Urdu

آپ ہمیں 02392 841172 پر فون کرکے، اس فارم کا استعمال کرکے، یا social_care.comments@portsmouthcc.gov.uk کا استعمال کرتے ہوئے اپنا نام، پتہ اور مطلوبہ زبان بتا کر سوشل کیر کا کالچر برائے شکایات کا ترجمہ، یا اسے دوسری زبان میں حاصل کر سکتے ہیں۔
Complaints Manager, Social Care, Floor 1, Civic Offices, Guildhall Square, Portsmouth, PO1 2EP

You can get this Portsmouth City Council information in large print, Braille, audio or in another language by calling 9284 1172.



Corporate member of
Plain English Campaign
Committed to clearer communication.

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