



unhappy

about

Children's Social Care Services?

Then we want to know about it.

Want to complain?
This leaflet shows you how...



Nottingham
City Council

If you don't like the way you are being treated or the help you get from Children's Social Care Services, including the place where you live, then please tell us about it, we want to help.

What can I do?

- You can **ask an adult you trust** to help you.
- **You can speak to a complaints officer.** Ring us on **0115 876 5974** or Text on **07949 185329** and tell us what the problem is, or email us: **socialcarecomplaints@nottinghamcity.gov.uk**
- You can **fill in the form** on the next page and send it back to us (it won't cost anything to post).
- You can **tell your social worker.**
- You can use **MOMO** (Mind of My Own); it's an app that can be used to make complaints on your phone or computer. For more information have a look at the website: **<http://mindofmyown.org.uk/young-people/>**

If you want someone to help you to make a complaint then tell us, and we can put you in touch with an advocate. An advocate is someone who does not work for Children and Families and can help you say what you want to say. Or you can choose your own advocate if you want.

The Children's Society can be contacted on their Freephone number: **0808 901 9488**, or emailed at **Advocacy@childrenssociety.org.uk**.

What will happen?

We will ...

- Ask you about the problem.
- See what we can do to make things better for you.
- Tell you what is going to happen.
- Tell you what else you can do if you are still not happy.

Please complete and return this form (simply moisten the gummed edge of this page, seal and post – no stamp needed)

What is your name?

What is your Date of Birth?

Where do you live?

What is your telephone number and/or email address?

Telephone:

Email:

Tell us about the problem

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What can we do to make it better?

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When we get your form, someone will contact you to see how we can help.

**BUSINESS REPLY SERVICE
LICENCE NUMBER MID 18391**

**Social Care Complaints Service
Loxley House
Station Street
Nottingham
NG2 3NG**

2

