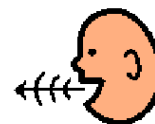


## CHILDREN'S SERVICES LISTENING TO YOUNG PEOPLE'S VIEWS

If you are unhappy about anything, **tell us about it!**



First of all you could talk to people you know. You can speak to your: -



- Foster Carer
- Residential Worker
- Social Worker
- Next Step Worker
- Family Placement Social Worker
- Family Placement Support Worker
- Advocate
- Teacher
- Learning Mentor
- Education Welfare Officer
- Youth Worker

They will help you to sort out any problems as quickly as possible

**IF YOUR  
PROBLEM IS  
NOT SORTED  
OUT WITHIN A  
FEW DAYS THEN  
CONTACT**

Or write to:  
TIM WHITTLE  
**Assistant Customer First Officer**  
Salford Children's Services  
Minerva House  
Pendlebury Road  
Swinton  
M27 4EQ

Or phone: **0161 778 0143** Or phone/text  
**07515 599590**

Or online at [tim.whittle@salford.gov.uk](mailto:tim.whittle@salford.gov.uk)  
Or fill in a complaints form

Help and support is also available from Salford Children's Rights Service on  
**0161 743 0744**

I want



Children's Services can only help you sort out a problem if you **tell us about it!**

# THE NEW PROCEDURE FOR CHILDREN ACT COMPLAINTS

## Stage 1 – Local Resolution

Complainant brings concerns to the attention of the person providing the service. The Local Authority should consider mediation and conflict resolution at this stage and at all other stages. The Local Authority should make an initial attempt to resolve matters within **10** working days (unless an extension is agreed).



If not resolved – or if there is agreement for investigation



## Stage 2 - Investigation

The Local Authority should provide an investigation that produces a report and adjudication within **25** working days (or within the extended period of **65** working days).



If not resolved



## Stage 3 – Review Panel

A panel of 3 independent people should meet to consider the complaint and produce recommendations.



If not resolved



Referral to Local Government Ombudsman (note that complainant can approach the Local Government Ombudsman at any stage).