

# Have your say!

## About City of York Council, Children's Services

If you have a comment, compliment or  
complaint, we want to hear from you!

Is there something  
that you are not  
happy with?

What could  
have been done  
better?

What was  
good?

What was  
not so good?



CITY OF

**YORK**

COUNCIL

# Would you like help to make a complaint?

If you are a child or young person and would like support to make a complaint, you can get in contact with an Advocate to help you with this.



You can text or call on  
**07769 725174**



or email us at  
**speakup@york.gov.uk**

**SPEAK UP**

York's Children's Rights and Advocacy Service

# 1

- **Stage 1**

- **You'll get an answer**

- Anyone can make a complaint about a City of York Council service, and all young people under the age of 18 are entitled to the support of an advocate when making a complaint. An advocate can help you with making your complaint, and can support you throughout the complaints process.
- The manager of the service you are complaining about will look into your complaint. They will try and sort things out and give you an answer within 10 working days. It may sometimes take up to 20 working days, we will talk to you about this.



# 2

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- **Stage 2**
- **It will be investigated**
- Your complaint will be investigated
- independently from the service you are
- complaining about. An investigating officer will
- complete a report into your complaint and
- the Assistant Director will give you an answer
- within 25 working days. We may also ask
- someone independent of the council to work
- with the person investigating your complaint.
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# 3

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- **Stage 3**
- **A decision will be made**
- Your complaint can be listened to by a review
- panel, the panel will be 3 people not from the
- council. The panel will meet with you and staff
- from the council to hear what the council has
- done to sort out your complaint and to see
- if anything else can or should be done. The
- panel will then send a report to you and the
- Director of Children's Services within 5 days
- of the meeting and the Director will send
- you an answer within 15 working days of
- receiving the report.
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# What will happen next?

If you are still unhappy after stage 3 you can contact:

- The Local Government Ombudsman

-  0300 0610 614

-  Text 'call back' 07624 803014

-  [www.lgo.org.uk](http://www.lgo.org.uk)

## Get in touch with the Complaints and Feedback Team

Complaints Team  
City of York Council  
West Offices  
Station Rise  
York  
YO1 6GA

 01904 554145

 [haveyoursay@york.gov.uk](mailto:haveyoursay@york.gov.uk)