Here 2 Listen!

Complaints@npt.gov.uk
Freephone 0800 052 2281
Phone 01639 763445

Social Services
Comments and Complaints
What do I Do?

Children’s Complaints Officer for Neath Port Talbot. I support children and young people who want to make a complaint about Social Services.

What can children complain about?

Anything they are unhappy about. They can also contact me to ask any questions if they are not sure about something that is happening to them or about their rights generally.
What sort of complaints do children and young people make?

Some children and young people have complained about:-

• their placements,
• not being listened to in meetings,
• not getting enough support,
• not being treated fairly.

anything really!
How do children and young people contact the complaints officer?

Some children and young people contact me directly using the **FREEPHONE 0800 052 2281**. Some young people write me a letter or just a note saying they want to see me.

Other children and young people who feel they need support to make a complaint use an Advocate.

Advocates help children and young people by supporting them to get their views, wishes and feelings heard by others who may not be listening.
What happens after you contact the complaints officer?

- I contact you, usually the day after I get your complaint, and meet with you as soon as possible.
- You can ask a friend or relative, someone you trust, to support you when we meet, if you need it.
- I listen to you, we talk about your complaint, and I help you write a letter.

What happens to the letter?

The letter is sent to the person we think can help sort it out. I send a letter, too - you can help with this letter...... if you want
How do you know what is happening to your complaint?

- When I send my letter I ask the person sorting it out (the manager) to write to you and send me a copy. This helps me to make sure that your complaint is being taken seriously.

- I keep in touch with you - I phone or write to you to make sure you know what is going on.

You can phone me, too, on the FREEPHONE number:

0800 052 2281
What happens if you are not happy with what the manager says?

- You and I will meet again - you can bring someone to help you if you want, a friend or relative, someone you trust. We will talk about what has happened, I will be listening to your views.

- I will explain the next step, explaining to you what your rights are.

- Then you decide if you want to continue with your complaint.
Complain to me:
Children’s Complaints Officer,
Civic Centre,
Port Talbot
SA13 1PJ

or

43 Alfred Street,
Neath
SA11 1EH

Phone: 01639 620716
Freephone: 0800 052 2281
E-mail: complaints@npt.gov.uk