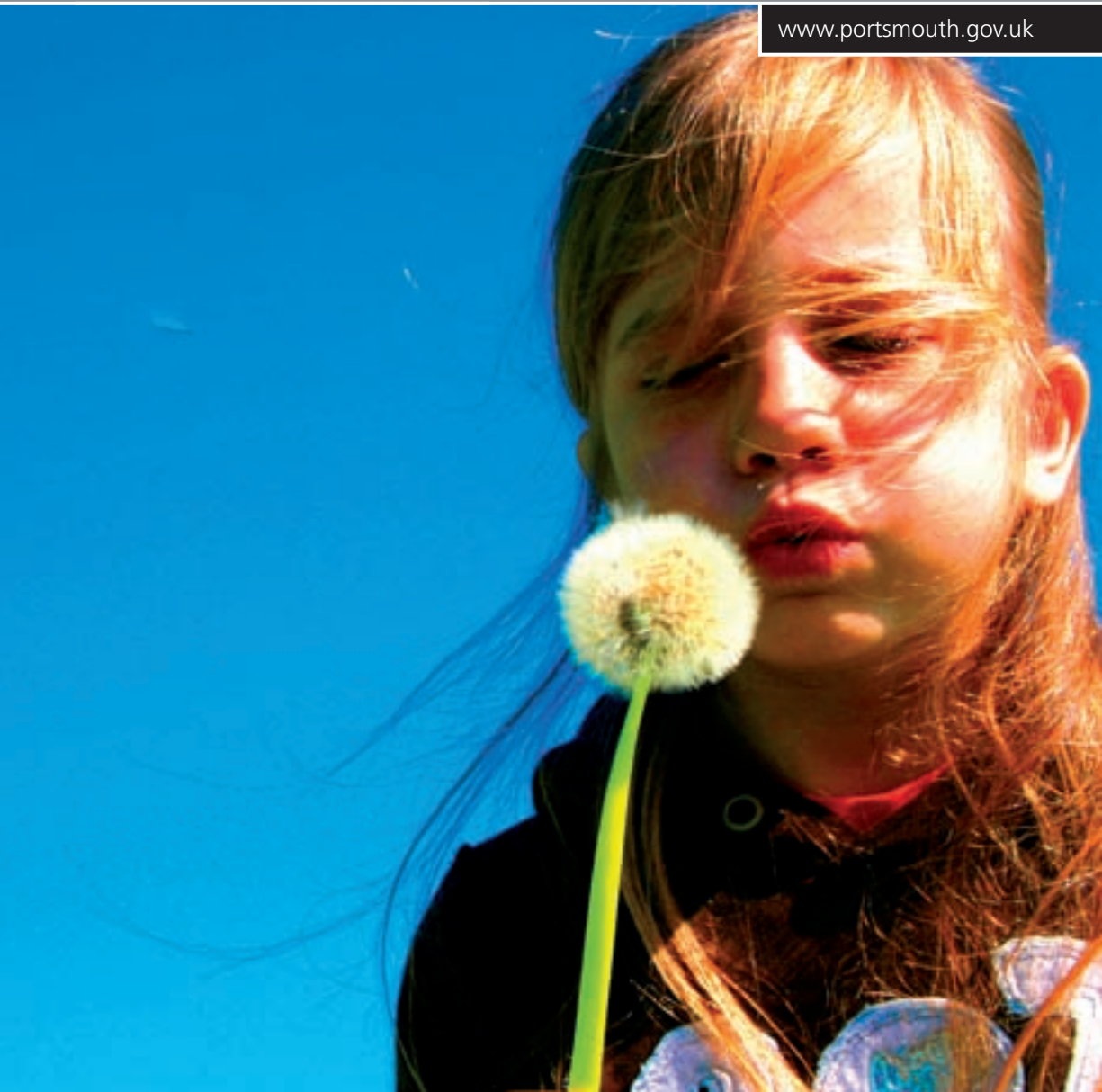


# Your shout!

How to make a comment,  
compliment or complaint

For children supported by social care

[www.portsmouth.gov.uk](http://www.portsmouth.gov.uk)



# Making a comment, compliment or complaint

**This booklet is for children and young people who have a comment, compliment or complaint to make about 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

## What can I complain about?

You have a right to complain about anything that makes you unhappy or upset.

**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
- feeling that you are being treated unfairly
- anything to do with the way Social Care looks after you





## 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

There's also a special organisation 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.

- **Phone 023 9284 1172**
- **Email: [socialcare.comments@portsmouthcc.gov.uk](mailto:socialcare.comments@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, just to let you know we have received it. Then we will send your concerns to the manager responsible. The manager will look into it and will try and write back to you in the next 10 working days. If they can't do this in 10 working days we will write and let you know.

## 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 suggestion to make.

Name:..... Age:.....

Address: .....

.....

Telephone number: .....

I wish to make a:  comment  compliment  complaint

What is your comment, compliment or complaint: .....

.....

.....

.....

.....

.....

.....

How do you think this could be sorted?: .....

.....

.....

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 boy  a girl

**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

RESPONSE SERVICE  
Licence No SCE10191



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

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National Youth Advocacy Service (NYAS)

Egerton House, Tower Road,  
Birkenhead, Wirral, CH41 1FN

Freephone: 0800 6161 01

[www.nyas.net](http://www.nyas.net)

[www.portsmouth.gov.uk](http://www.portsmouth.gov.uk)

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