

Making a complaint to Barnsley Council

It's your right to make a complaint, and this can be about anything to do with the care or services you are receiving from the council.

Making a complaint can be a good way to let us know what you think and what you would like to see happen. Your voice is important to us.



What is a complaint?

A complaint is where you tell someone about something you're not happy with.

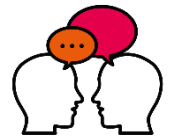
You can make a complaint about anything that has happened, or something you've found out about in the last 12 months.



Who can help?

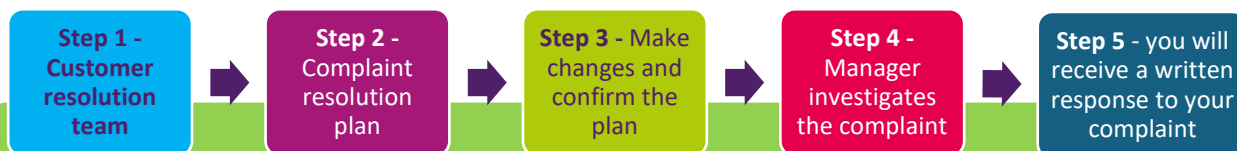
You can tell someone if you are unhappy, this could be your social worker or independent reviewing officer (IRO), a foster carer or a parent or carer, or someone you know and trust, such as a teacher.

You can also ask for support from an advocate. An advocate is a person who will listen to you, support you and be with you every step of the way when you are making a complaint.



Ways to make a complaint

- 1 Speak to the person you want to complain about**
Try talking to the person or service you are unhappy with and letting them know how you are feeling. This can be the quickest way to get things sorted. We understand that sometimes you might not want to do this, or if you've tried and it hasn't helped, then you can look at step two.
- 2 Contact children's rights and advocacy**
If you feel you need support, a member of the team can arrange to meet you to talk about what is making you unhappy and how they can help. The person helping you is called an advocate. The advocate works with people in the council to sort out the issues you've spoken about. We hope this fixes the problems, but if it doesn't, the advocate will help you through the next steps.
- 3 Formal complaint**
If you have to make a formal complaint your advocate will help you through every step. They will contact the Customer Resolution team, who handle complaints in the council. Below are the different stages of the formal complaints process.



Speak to us for more advice:

 ChildrensRightsAdvocacy@barnsley.gov.uk

 01226 753406

Contact the team to make a complaint:

 CustomerResolutionTeam@barnsley.gov.uk

 01226 773555

