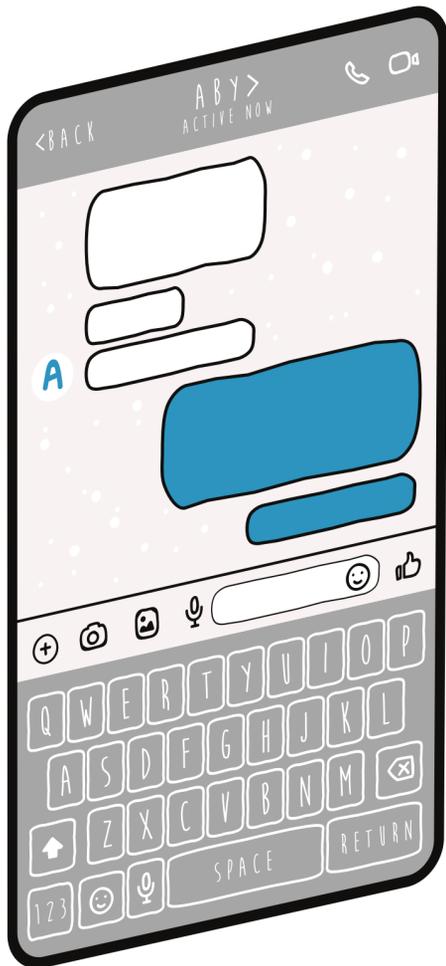
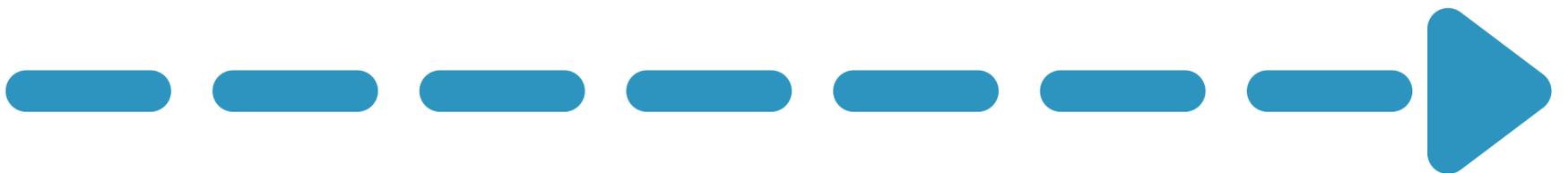


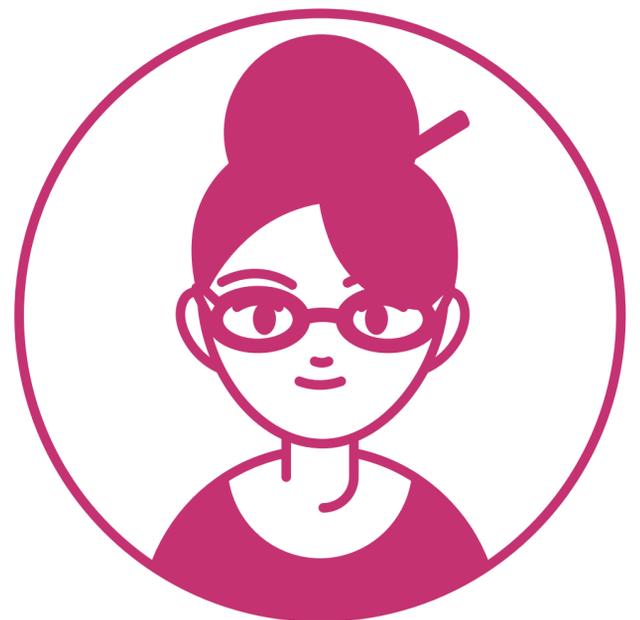
Comments, Compliments and Complaints



HOW TO CONTACT

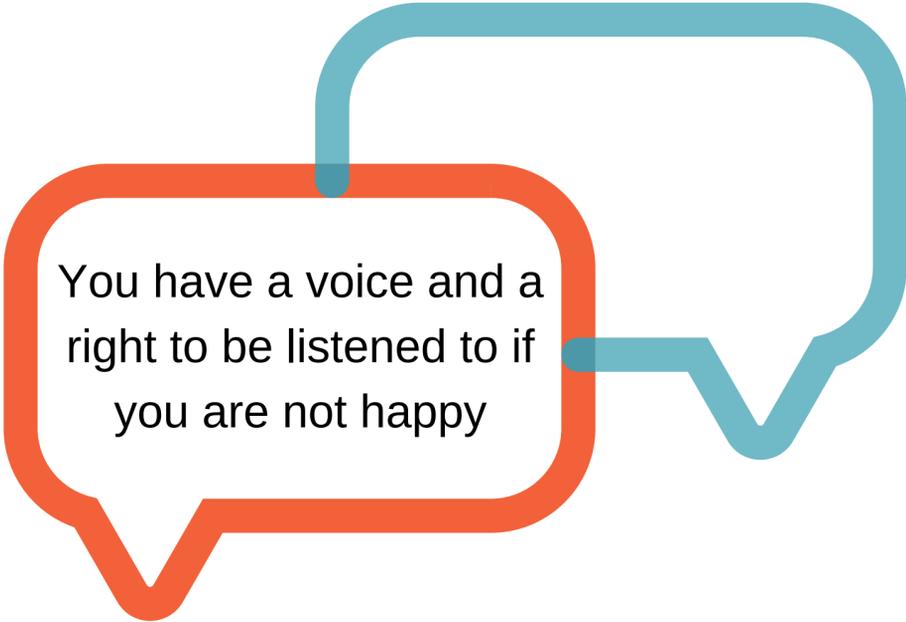


WHO TO CONTACT



What to do

If you are unhappy about something you can speak to someone who could help



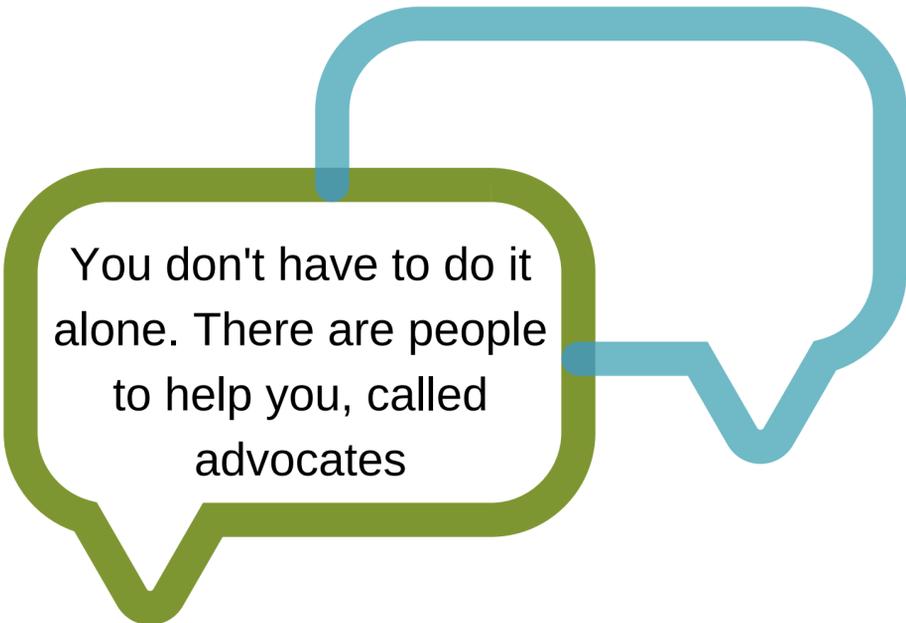
You have a voice and a right to be listened to if you are not happy

Try talking to someone you can trust, like:

- ✓ people who look after you
- ✓ your Social Worker
- ✓ a friend
- ✓ someone in your family

If you are happy about something we have done we would also like to know about this too!

An advocate



You don't have to do it alone. There are people to help you, called advocates



An advocate is an adult whose job it is to help you get your point across. They will explain any part of the complaints process that you do not understand. The National Youth Advocacy Service (NYAS) will find an advocate for you. You can contact NYAS for free on telephone 0808 808 1001, or email: help@nyas.net

Where to start

If you are or have been involved with Children's Social Care and have something to say about any part of our service, please get in touch with us. We would like to know if you think there is something we have done well. If you think there is something we could do differently you can tell us that, too.



Talk to a member of staff such as your social worker, on the phone, in person or ring the Complaints Officer on 01429 284020.



Fill in the online form on our website
www.hartlepool.gov.uk/childrensocialcarecomplaints



Send an email to cas.complaints@hartlepool.gov.uk
(this email address is for compliments too)



Write to our complaints officer at:
Children's and Joint Commissioning Services
Hartlepool Borough Council
Civic Centre
Victoria Road
Hartlepool
TS24 8AY

If you want further information contact us or visit the website.

Contact Us



You can contact the Children's Hub by letter, telephone, or email.
If English is not your first language we can provide a translation service.



Our opening times



We open at 8:30am every weekday we close at 5:00pm from Monday to Thursday. On Fridays we close at 4:30pm.



Telephone: 01429 284284
Email: childrenshub@hartlepool.gov.uk
Post: Children's and Joint Commissioning
Hartlepool Borough Council



Civic Centre
Victoria Road
Hartlepool
TS24 8AY