

# Have your say about Social Services

A Guide For Children & Young People

[www.blaenau-gwent.gov.uk](http://www.blaenau-gwent.gov.uk)

Social Services  
Directorate  
**Social Services**



Cyngor Bwrdeisdref Sirol

**Blaenau Gwent**

County Borough Council



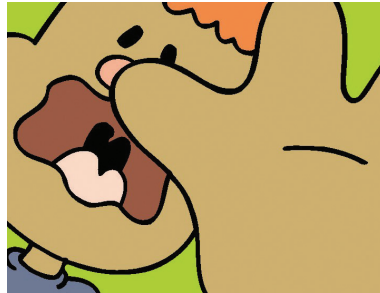
Cyngor Bwrdeisdref Sirol

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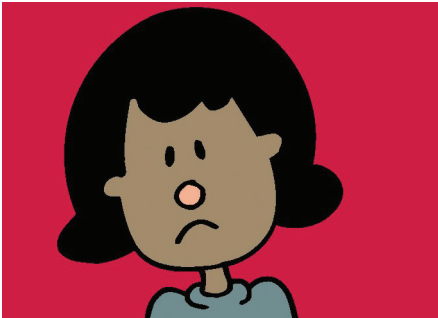
## Why do children and young people complain about Social Services?

- Not happy with Social Services.
- Not being listened to.
- Being frightened by someone.
- The way you are being looked after by your Carers or Social Worker.



## What should I do if I am unhappy about something?

First of all, you must speak to someone about it. Don't keep it to yourself. If you are unhappy, talk to an adult who you trust. This could be:



- A member of your family.
- Your teacher.
- A youth club organiser.
- Your Social Worker.
- Service Buddy
- The Social Services Complaints Officer.

You can also get an advocate to help you. An advocate is someone who will find out what you want and speak up for you. They can help with any part of your complaint and have nothing to do with Social Services. To get an advocate to help you, please contact the National Youth Advocacy Service (NYAS).

## How do I make a complaint?

There are different ways you can pass on a suggestion, praise or complaint. Either complete the enclosed 'comment/complaint form' or contact:

### 1.

Social Services Complaints Officer  
Blaenau Gwent County Borough Council  
Community Services Directorate  
Social Services  
Anvil Court  
Abertillery  
NP13 1DB

Tel: 01495 357715

Fax: 01495 355285

Email: [social.services.complaints@blaenau-gwent.gov.uk](mailto:social.services.complaints@blaenau-gwent.gov.uk)



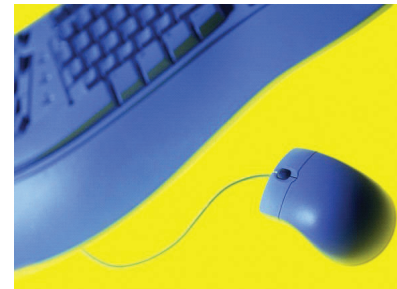
### 2.

Service Buddy  
Service Buddy Complaints Department  
Civic Centre  
Ebbw Vale  
NP23 6XB

Freephone: 08000 121 123

Text: 07786 202 915

Email: [help@servicebuddy.co.uk](mailto:help@servicebuddy.co.uk)



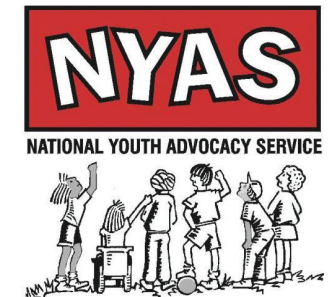
### 3.

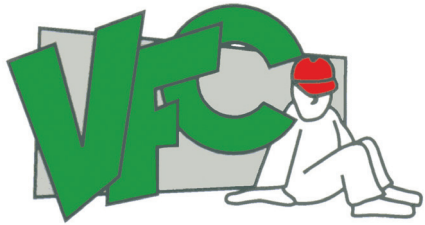
National Youth Advocacy Service (NYAS)  
Freepost  
NYAS

Freephone: 0800 61 61 01

Text: 0777 333 4555

Email: [help@nyas.net](mailto:help@nyas.net)





**4.**  
Voices From Care  
39 The Parade  
Roath  
Cardiff  
CF24 3AD  
Tel: 029 2045 1431

**5.**  
Children's Commissioner for Wales  
Oystermouth House  
Charter Court  
Phoenix Way  
Llansamlet  
Swansea  
SA7 9FS  
Tel: 01792 765600  
Fax: 01792 765601  
Email: [post@childcomwales.org.uk](mailto:post@childcomwales.org.uk)



## Praise & Compliments



It is always nice to hear good things. Please let Social Services know if someone has done something that you feel is supportive or helpful by telling the Social Services Complaints Officer.

## What happens to my complaint?

Someone will talk to you to find out details of your problems and what you would like to happen. You can make a complaint or just a comment.



A manager will then look into your complaint and try to sort something out. They will listen to what you have to say and agree with you what you would like to happen.

When they have looked at all the information and looked at what you want to happen they will let you know their decision. If you are not satisfied they will explain what happens next.

To receive this information in Braille, large print, electronically or on audio tape please contact the Information Officer on (01495) 354630.

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[www.blaenau-gwent.gov.uk](http://www.blaenau-gwent.gov.uk)