

Have Your Say: A young Person's guide to telling us what you think

We want you to tell us:

- when we do something good or get things right
- when we are doing OK, but could do something better
- when we get something wrong

Remember - talk to us - we want to listen!

Who can I contact to make a complaint or give you feedback?

Please email, write to or call our **Compliments and Complaints team** at:

Buckinghamshire Council
Walton Street Offices
Walton Street
Aylesbury
HP20 1UA

Telephone: [01296 387844](tel:01296387844)

Email: complimentsandcomplaints@buckinghamshire.gov.uk

If you are giving us a compliment or feedback, we will let you know we have received it and keep you updated if there is any follow up required.

You can also use the "One" app, (previously called Mind Of My Own).

One is an app for your phone that helps you say what you're feeling. If you are signed up, you can let us know about a complaint or give us a compliment directly through the app if you find that easier. When we receive it, we will make sure it is passed on to the Compliments and Complaints team for you.

Visit the [Mind of My Own website to sign up to One](#).

How soon should I make a complaint?

Let us know as soon as possible if something went wrong so that we can look into any issue and if possible, put it right for you. It's really helpful if you can tell us within 12 months of the issue happening but there may be occasions when we might be able to look into issues further back.

What if I can't make the complaint myself?

Anyone can make a complaint on your behalf, for example your teacher, your parent or carer, another member of your family or your social worker. Don't worry, we will ask permission from you before investigating the complaint.

If you need help telling us, here are a few ways you can get help

We Do Care Council

This is the Children in Care Council and the group have named themselves WDC, which stands for We Do Care.

All members of the council are either looked after or are leaving the

care of Buckinghamshire Council and want to make sure other looked after children and young people have their voices listened to!

There are two groups – WDC Juniors and WDC Seniors. It's their role to speak up for other children and young people who are currently in care or leaving care and promote their right to be a part of the decision making processes that affect their lives.

For more information or to contact the We Do Care Council:

Telephone: [01296 382583](tel:01296382583)

Email: wedocare@buckinghamshire.gov.uk

Advocacy Services

Buckinghamshire Council's Children's Services have joined up with the National Youth Advocacy Service (NYAS), who provide young people in care with an advocate (someone who provides support when you need it).

Advocates can help you access information you need, go with you to meetings or interviews, they can write letters on your behalf, or speak for you in situations where you don't feel able to speak for yourself.

You can contact them by phone, email, post or through their website:

Helpline: [0808 808 1001](tel:08088081001)

Email: help@nyas.net

Visit the [National Youth Advocacy Service's website](#).

This sounds very official, but don't worry, there will be someone to help you every step of the way

What can I expect if I make a complaint?

Stage 1

We receive your complaint by phone, email or letter.

We write to you to confirm we have received it.

A Service Manager will investigate your complaint and then send you a written reply. This is usually within 10 working days unless your complaint is complex in which case it could take up to 20 days.

What if I'm not happy with your response?

Stage 2

Let us know within 20 working days of our reply so that we can arrange for someone independent from your case to review your complaint.

We receive their reply and we then add our responses and send you a copy of the final report. This is usually within 25 working days but could take as long as 65 working days.

What if I'm not still not happy with the response

Stage 3

You can then ask for a Review Panel to be set up. This is when 3 people who do not work for the Council will review your complaint and the responses given.

They will provide us with their suggestions and we add our responses then send you the full report.

You are important to us. You can help us be better

What if I don't think you've done everything you should?

If you are still not happy with the answers you have received after your complaint has been through all 3 stages of the complaints process, you have the right to refer your case to the Local Government and Social Care Ombudsman who can be contacted at:

PO Box 4771
Coventry
CV4 0EH

Telephone: [0300 061 0614](tel:03000610614)

Visit the [Local Government and Social Care Ombudsman website](#).

Who else can I contact about my complaint?

If you wish you can ask your MP or your local Councillor to raise a complaint on your behalf.

To find out who your MP visit the [Find Your MP webpage](#).

Freephone: [0800 112 4272](tel:08001124272)

Or you can call to enquire telephone: [0207 219 4272](tel:02072194272)

You can write to your MP at:
House of Commons
LONDON

SW1A 0AA

Visit [our find a member webpage to find out the name of your Councillor](#).

Or you can call to enquire on telephone: [01296 395000](#)

You can write to your Councillor at:

Buckinghamshire Council

Walton Street

AYLESBURY

HP20 1UA

Thank you for taking the time to tell us what you think

Further Information

If you would like further information or would find it useful to discuss your concerns, please contact the Compliments and Complaints team.

If you require this document in an alternative format, please contact: [01296 395000](#)

Revised

13/April/21