

I want to be heard!



HOW

young people
can make

- Compliments
- Suggestions
- Complaints

about Council services



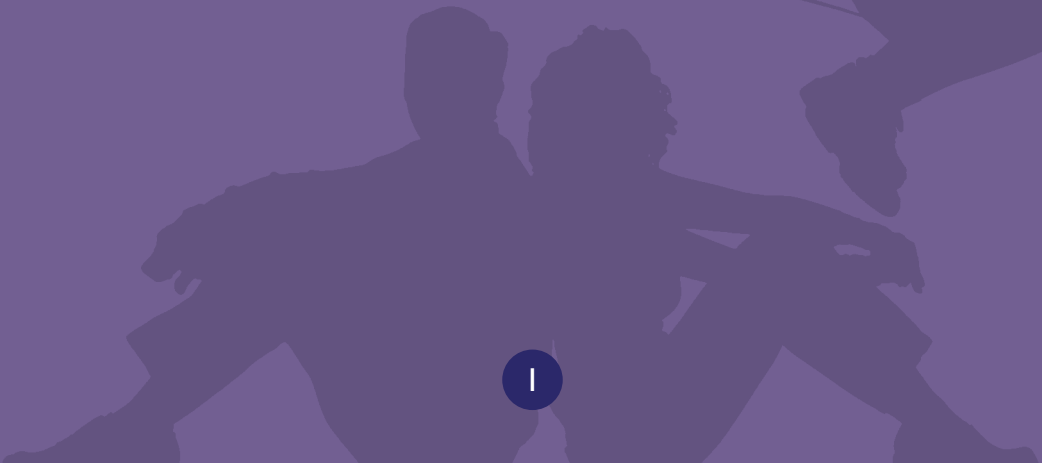
WHAT are my rights?

You have the right to make ■ a compliment, suggestion or complaint about our services.

We provide a range of services to our community, including:

- after-school clubs
- education
- foster care
- housing
- leisure centres
- libraries
- museums
- parks
- play services
- rubbish collection
- youth clubs

You also have the right to get someone you can trust to make a compliment, suggestion or complaint for you.



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WHAT should I tell you about?

We want you to tell us if there is something that we have done well, could do better or have done wrong.

Let us know if you feel that you have been treated unfairly.

HOW can I get help?

You may want someone to help and support you.

This person can:

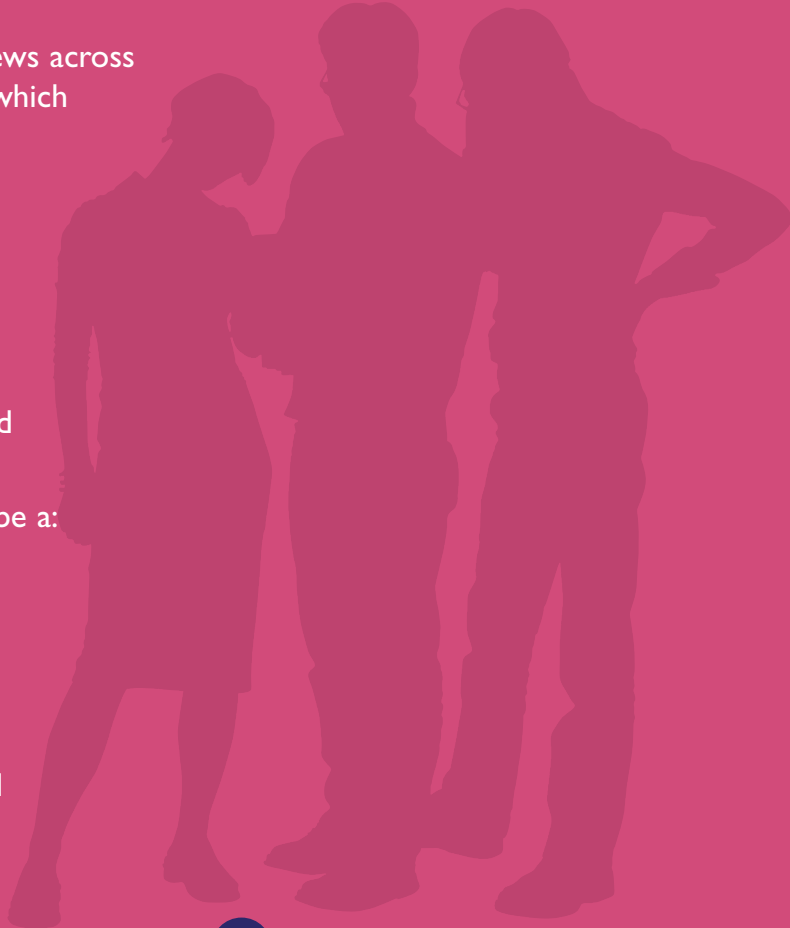
- Help get your views across about decisions which have been made about you.
- Provide choices which will help you make a decision.

This person is called an **advocate**.

Your advocate can be a:

- parent
- family member
- carer
- key worker
- teacher, or
- any other council staff member

If you would like to talk to us about Children's Services, we can put you in touch with an independent advocate who can support and assist you.



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WHAT happens next?



We will:

- Listen to you
- Try and help you
- Make sure we do things fairly and properly.

If you still remain unhappy with our response, we can arrange for an independent person to look into your concerns.

I want to be heard!

HOW to contact us

You or the person helping you should fill in the form on page 9 or contact our Children and Young Peoples team.

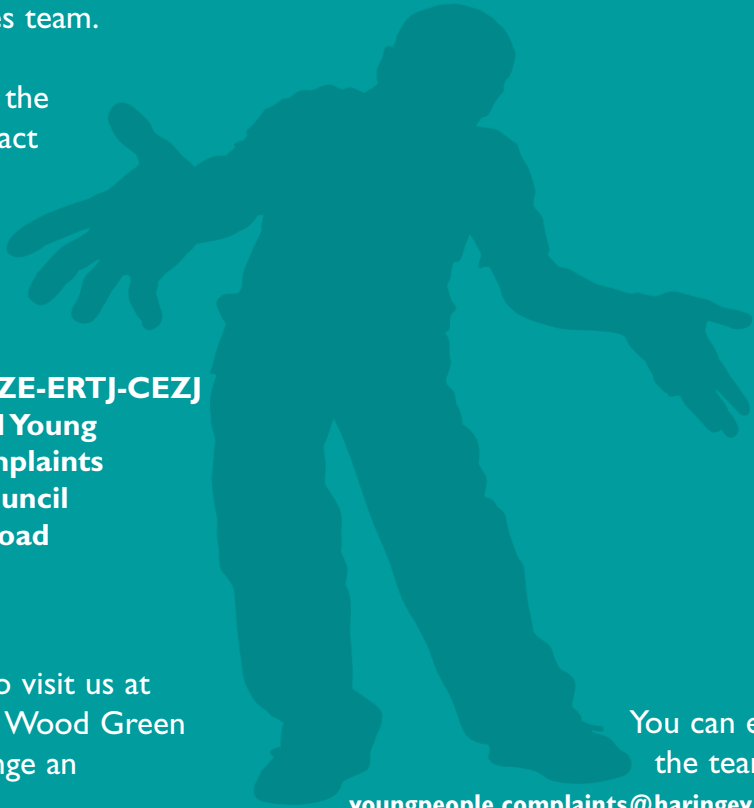
You can post the form or contact the Children and Young Peoples team for assistance at:

**Freepost RLZE-ERTJ-CEZJ
Children and Young
Peoples Complaints
Haringey Council
48 Station Road
London
N22 7TY**

If you want to visit us at our offices in Wood Green you can arrange an appointment.

You can telephone the team on **freephone 0800 073 0701**.

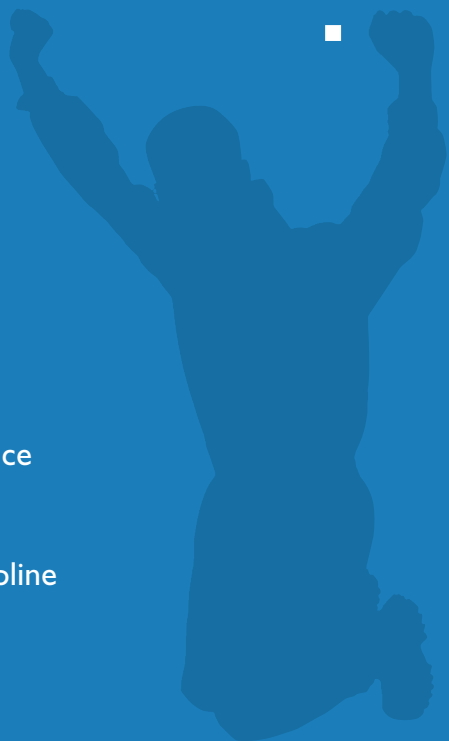
You can use a **minicom** to contact us on **020 8489 2088**.



You can email the team on youngpeople.complaints@haringey.gov.uk

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WHO else can help?



Childline
0800 1111

Childline for children not
living at home **0800 8844 44**

Who Cares? Trust Magazine
020 7251 3117

Open Door Counselling Service
020 8348 5947

NSPCC Child Protection Helpline
0808 800 5000

National Youth Advocacy
0800 616 101

Patient and Advice Liaison
Service (PALS)
*Confidential advice and information
about health services*
020 8442 6859

Haringey Action for Children
0800 328 1466

Haringey Young People's
Counselling Service
020 8493 1019

Notes . . .

Please return the feedback form to the following freepost address:

Freepost RLZE-ERTJ-CEZJ
Children and Young Peoples Complaints
Haringey Council
48 Station Road
London
N22 7TY

Data security statement

We will meet all our responsibilities under the Data Protection Act 1998. We will make sure that we tell the Information Commissioner about all the data we process. If we have information about you, you can be sure that we will treat it carefully and in confidence.

FEEDBACK

form

What is your name?

What is your date of birth?

What is your address?

Which school or college do you go to?

Do you have an advocate?

Yes

No

If yes, advocate's name

advocate's phone number

Would you like us to put you in touch with an advocate?

Yes

No

Can we contact you by phone?

Yes

No

If yes, what is your phone number?

What is your mobile number?

Can we contact you by email?

Yes

No

If yes, what is your email address?

What do you want to tell us about? *(the information you give is confidential)*

What do you want us to do?

If there is not enough space on this form, please continue on an additional sheet of paper and attach.

Do you agree to the council passing details of you and your complaint to your ward councillor, who may then wish to contact you at a future date to see whether you are satisfied with how it is dealt with?

Yes

No

Monitoring information form

Please help us treat everyone fairly by ticking the box next to the words that describe you best.

GENDER:

male female

DISABILITIES:

I have a disability that affects my daily life:

Yes No

If yes, please tell us about it

I have health problems that affect my daily life:

Yes No

If yes, please tell us about it

What is your age group?

Under 16

16-17

18-23

Do you need someone to interpret or translate for you or provide other help in communicating (including braille and signing)

Yes No

If yes, tell us how

I AM:

White

- British
 Irish
 Greek Cypriot
 Turkish Cypriot
 Kurdish
 Turkish

Any other white background,
(please write in):

Mixed

- White and black Caribbean
 White and black African
 White and Asian

Another mixed background,
(please write in):

Chinese or other ethnic group

Chinese
Any other ethnic group,
(please write in):

Asian or Asian British

- Indian
 Pakistani
 Bangladeshi
 East African Asian

Any other Asian background,
(please write in):

Black or British Black

- Caribbean
 African

Any other black background,
(please write in):

"This booklet gives information on how young people can make a complaint, compliment or suggestion about a Council service. If you would like a copy in your own language, please tick the box and return the completed form to the Freepost address below."

Albanian

Kjo broshurë ju jep informata se si të rinjtë mund të bëjnë ankesa, komplimente apo sugjerime mbi një shërbim Këshilli. Nëse e doni një kopje në gjuhën tuaj, ju lutem shënjoni ✓ kutinë përkatëse dhe ktheni formularin e plotësuar tek adresa e mëposhtme me Postim Falas.

Polish

Niniejsza publikacja informuje młodych ludzi o tym, w jaki sposób mogą wносить skargi, wyrażać pochwały lub zgłaszać sugestie w sprawie usług świadczonych przez gminę. Aby uzyskać jej kopię w języku polskim zaznacz odpowiednią opcję i prześlij formularz na podany poniżej bezpłatny adres.

French

Ce livret fournit des informations sur la procédure que les jeunes personnes peuvent engager pour faire une réclamation, un compliment ou une suggestion sur les services du Conseil. Si vous souhaitez en obtenir un exemplaire dans votre langue, veuillez cocher la case et rendre le formulaire complété à l'adresse au port payé ci-dessous.

Somali

Buugyarahan waxuu ku siinaayaa macluumaad ku saabsan sida dhalinyaro ah u samayn karaan, cabasho, mahadcelin ama talobixin ku saabsan adeegyo Kownsal. Haddii aad rabto in luuqadaada lagugu tarjumo nuqul ka mid ah buugyaraha fadlan sax mari sanduukha, soo buuxi foomkan kuna soo dir ciwaanka hoos ku qoran ee Boostadu lacag la'aan tahay.

Kurdish

Ev pirtûkok agahî dide di derbarê ka mirovên ciwan çawa dikarin di derbarê xizmeteke Belediyê de giliyekê, xweşgotinekê an pêşniyarekê bikin. Heke ku hun qopyeke vê bi zimanê Kurdî dixwazin, ji kerema xwe qutiyê îşaret bikin û formê vegeftinê adresa li jêr. Pûl hewce nake.

Turkish

Bu kitapçıkta gençlerin Belediyenin herhangi bir servisi ile ilgili olarak nasıl şikayette bulunabilecekleri, takdir ve önerilerini nasıl iletebilecekleri açıklanmaktadır. Eğer bu kitapçığın kendi dilinizde bir kopyasını istiyorsanız, lütfen diliniz ile ilgili kutuyu işaretleyin, formu doldurun ve aşağıdaki Freepost adresine geri gönderin.

Please tell us if you would like a copy of this booklet in another language that is not listed above or in any of the following formats, and send the form to the Freepost address below.

In large print

On disk

On audio tape

In Braille

In another language, please state:

Name:

Address:

Please return to: Freepost RLXS-XZGT-UGRJ, Haringey Council, Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ