



# CHILDREN AND YOUNG PEOPLE TELL US WHAT YOU THINK

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We want to know what you think we do well and  
where you think we could improve

together for  
children  
SUNDERLAND



## Making a complaint

We want you to be happy with the services you receive, but sometimes there might be things that you are worried about or make you unhappy.

Most of your problems can be sorted out easily and quickly by just talking to someone you know and trust.

If you are still worried or unhappy after you have spoken to someone, you can make a complaint about whatever it is you want sorting out. We take every complaint seriously.

## What happens next?

When you make a complaint, the person you talk to will write down what you have said and then try to get it sorted out for you. We'll make sure you know what happens.

## Need some help to make a complaint?

If you aren't sure where to start or what to say, you could ask for an advocate to help you. An advocate is someone who doesn't work for Together for Children and they help children and young people to have a say.

To ask for an advocate, contact Together for Children's Customer Feedback Team using the contact details on the next page.

## Comments and compliments

We want to hear about the good things we do as well! Please tell us what we do well or how we can make things better for you.

We want to hear if you are happy with a service or with a member of staff who has helped you.

You can let us know by contacting the Customer Feedback Team, the same way as you would to make a complaint.

## Contact Us:



0191 561 7997



Customer Feedback Team, Together for Children, City Hall, Plater Way, Sunderland, SR1 3AA



[customer.feedback@togetherforchildren.org.uk](mailto:customer.feedback@togetherforchildren.org.uk)



Face to face with your social worker, IRO or Support Worker



[www.togetherforchildren.org.uk/aboutus/complaints](http://www.togetherforchildren.org.uk/aboutus/complaints)



Make a statement via the 'Mind of My Own' app

Whichever way you choose to get in touch with the team, please make sure you tell them who you are and your contact details so they can get back in touch with you.

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