



Can I get help making my complaint?

Yes, if you need help, advice, or support making a complaint then you can get it from your:

- **After care worker**
T: 0161 770 6598
E: careleavers@oldham.gov.uk

Contact us

If you would like more information, please contact the After Care Team who will be able to help you:
T: 0161 770 6598
E: careleavers@oldham.gov.uk

Write to: After Care Team,
Unit 7 – 13 Whitney Court,
Southlink Business Park,
Oldham, OL4 1DB.

Or visit
www.oldhamyc.com/CICC/
www.oldham.gov.uk/careleavers

- **Children's Rights Officer**
T: 0161 633 5991
E: oldhamchildrensrights@childrenssociety.org.uk
- **Personal advisor**
- **Complaints and Representations Officer**
T: 0161 770 1129
E: cypf.complaints@oldham.gov.uk



Care leavers

Have your say



What you think is really important to us and we want you to let us know if we have done something well, or if you have a suggestion about how you think we can do things better.

We try hard to get things right, but sometimes despite our best efforts things can go wrong. If you are leaving care and are unhappy with the support you are receiving you have the right to complain. We will try to put things right quickly and if needed improve the way we do things in future.

Who can make a complaint, compliment or suggestion

You can make a complaint, compliment or suggestion if:

• You are an eligible young person
This means you are 16 or 17, and you are in care, and you have been in care for at least 13 weeks since you turned 14.

• You are a relevant young person
This means you are aged 16 or 17, and you have left care, and you were in care for at least 13 weeks since you turned 14.

• You are a former relevant young person

This means that you are over 18 but under 21 and were previously an eligible or relevant young person. If you are in this category you are still entitled to support up to the age of 21. However if you are in education or training this support will continue until your course or training ends.

• You are a qualifying young person

If you were in care on your 16th birthday but this was less than 13 weeks.

Who is responsible?

If you are a care leaver from Oldham, please speak to your after care worker, children's rights officer or personal advisor.

Children's services must try to sort out your problem within 14 days. If you are not satisfied after that you might want to make a formal complaint.

What are the kind of things I am able to complain and comment about?

It may be that you are unhappy with your finances, the support you are receiving, contact arrangements, your assessment or pathway plan. Or you may be happy with the help and support you have received and want this to be recognised.

How do I make a complaint, compliment or suggestion?

Call 0161 770 6598 or email your complaint, compliment or suggestion to careleavers@oldham.gov.uk

You could also write a letter or fill out the slip in this leaflet and send it to:

After Care Team,
Unit 7 – 13 Whitney Court,
Southlink Business Park,
Oldham, OL4 1DB.

What happens once I make a complaint?

There is a process that will be followed from the time you make your complaint.

Step 1

You make your complaint in writing or by email or phone.

Step 2

The team manager will talk to you within three days.

Step 3

The team manager will then write to you within five days.

Step 4

If you are not satisfied with our response your complaint will be passed onto our head of service.

Step 5

The head of service will then write to you within 14 days.

Step 6

Hopefully your complaint will be resolved but if you are still unhappy you can make a formal complaint. Your complaint will then be passed to Oldham Council's Complaints and Representations Officer.

Confidential

Please write your complaint, compliment or suggestion here:

Name: _____

Address: _____

Telephone number: _____

Email address: _____

Signature: _____ Date: _____

Please send this slip to After Care Team, Unit 7 – 13 Whitney Court, Southlink Business Park, Oldham, OL4 1DB. Thank you.