

Useful telephone numbers

Hughina Leslie
Service Manager, Children & Families
Education and Social Care Department
Shetland Islands Council
Telephone: 01595 744485

Duty Social Worker
Social Care
Education and Social Care Department
Shetland Islands Council
Telephone: 01595 744421

Children's Rights Service
Shetland Youth Information Service
64 Commercial Street
Lerwick
ZE1 0DL
Freephone: 0808 1002353

Childline
Freephone: 0800 1111
or
**The Line - for Children and Young People
Looked After away from Home:**
Freephone: 0800 884444

Childline Scotland Bullying helpline:
Freephone: 0800 441111

Scottish Child Law Centre
Under 18s Advice Line
Freephone: 0800 328 8970



SOCIAL CARE
EDUCATION AND SOCIAL CARE DEPARTMENT
SHETLAND ISLANDS COUNCIL

Children & Young People Complaints



Shetland's children and young people should feel safe and well cared for. Sometimes help and support from Social Care is needed to make this happen.

What can you do if you are not satisfied with the way you are being looked after, or with what is happening to you?

If you feel able to do so, speak to a member of staff, your key worker, Children's Rights Officer or Social Worker, who will try to help you sort things out.

If this does not work, they will help you, if you wish, to write down a complaint or arrange for someone else to help you do this. The complaint will then be sent to the Chief Social Work Officer; there is a slip inside this leaflet which you can use.

What happens next?

We understand that this might not be easy, so if you prefer, you can telephone Hughina Leslie, Service Manager, Children & Families on 01595 744485.

When you have made a complaint we will let you know within 5 days that we have received it.

If you want, you can have a friend, or someone of your choice, with you to help you.

What to do if you are still not satisfied?

If you are not satisfied with the reply, you should let us know. This is called an 'appeal'. We will let you know how to appeal, and help you to do this.

You will be told how we will try to sort out your complaint.

Your appeal will be listened to and considered by a group of people called a 'Review Panel', and they will recommend to the Council what they feel should be done.

OR

Your local Children's & Young People's Rights Officers can help you with complaints and can be contacted at Shetland Youth Information Service, Market Cross, Lerwick.

Who can complain?

Anyone who is:

- living in a residential home run by the Social Care Service;
- Living with a foster family
- Receiving care arranged by Social Care; or
- Receiving any other service from Social Care.

Anyone who has:

- asked for help, advice or a service from Social Care and has been refused.

You can also complain on behalf of someone else if they have asked you to.

If you have a complaint about what is happening to you, we want to hear about it and we will do our best to put things right.

Please use the attached form or telephone 01595 744400.

