Hull: The family friendly city where no child is left behind

Children & Young People’s Services in Hull

The complaint procedure explained

For families and carers
How to make a complaint about Children and Young People’s Services in Hull

How the Complaints Procedure works
If you are unhappy about any of the services that you get from us and you have not been able to sort things out with your usual worker you can make a formal complaint.
You can make a formal complaint by completing the form attached to this leaflet or by:
Telephone: 300300 Text: 07789 817 079
Email: Social.Services.Complaints@hullcc.gov.uk

The types of complaint we look into might include:
An unwelcome or disputed decision;
Concern about the quality or appropriateness of a service;
Delivery or non-delivery of services, including complaints procedures;
Quantity, frequency, change or cost of a service;
Attitude or behaviour of staff;
The impact on a child or young person of the application of a Local Authority policy;
Assessment, care management and reviews.
There may be other things not on the above list that you can complain about - you should contact the Complaints Manager, who will talk things through with you.

Restrictions to accessing the complaints procedure
The Local Authority can also decide not to progress a complaint if it feels it may prejudice any of the following investigations:
- Court Proceedings
- Disciplinary Proceedings
- Criminal Proceedings
- Tribunals

Court Orders
The Complaints Procedure cannot change or over turn decisions made within the courts. If you wish to appeal against court orders, you need to take legal advice.
Stage 1 The Local Resolution Stage

When a formal complaint is made, in most cases we will contact you and respond to your concerns within 10 working days. Occasionally we may need a little longer, but will keep you informed on what is happening.

If the complaint is not resolved at Stage 1 you have the right to request your complaint is considered for a formal investigation.

Stage 2 Formal Investigation

An Investigating Officer is appointed. They are assisted by an Independent Person who does not work for Hull City Council. They will meet with you to discuss and agree your complaint.

A written report will be prepared which will contain:
- Details of findings, ie whether it accepts the complaint or not and what the conclusions and outcomes are and what should be done to make things right if the complaint is upheld.

We aim for an investigation to take no longer than 25 working days; however, if the complaint is complex it may take longer but will not go beyond 65 working days. If you remain dissatisfied with the outcome of the investigation you can then request an Independent Complaint Panel Review.
Complainant Details

Name: 
Address: 
Relationship to child receiving service: 
Phone: 
Email: 
Your Age: 
Your Ethnicity: 
Disability: Yes/No 
Child’s name: 
Age & d.o.b.: 
Service Area involved that you are unhappy with: 
Address: 
Worker’s name: 
Are there any current Court Proceedings? 

Brief details of complaint

What happened, and what were you thinking at the time?

What have you been thinking and feeling about what happened since?

How has this affected you and others in your family?

What is the main issue for you?

What do you think needs to happen to make things right?

Signed 
Date
PRIVATE AND CONFIDENTIAL
The Children and Young People’s Complaints Service
Kingston upon Hull City Council
Brunswick House
Strand Close
Beverley Road
Hull
HU2 9BR
Stage 3 Independent Complaint Review Panel

A Review Panel must be held within 30 working days of you requesting one; 3 independent people who have no connection with the Local Authority make up the panel.

You have a right to attend the panel in person. Other people who will be there are the Investigating Officer at Stage 2, the Independent Person, a representative of the Local Authority and the Complaints Manager.

The Review Panel does not:
Reinvestigate the complaint or;
Consider any new complaints that have not been investigated at Stage 2.

The Review Panel will:
Listen to all parties involved.
Look at all the information gathered during the Stage 2 investigation and then produce a brief report within 5 working days.
Advise how the Local Authority can make amends, and/or any service improvements to the Local Authority where necessary.
The Local Authority will then write to you within 15 working days with its response to the Review Panel’s findings and recommendations.
If you are still unhappy after your complaint has been looked into at Stage 3 of the procedure, you can contact.

The Local Government Ombudsman
Address: Local Government Ombudsman
Advice Centre
P O BOX 4771
Coventry CV4 9EH
Tel: 0845 602 1983
Fax: 024 7682 0001

This leaflet can be made available in other formats (large print, audio and Braille as appropriate) and other languages.
Please telephone 300300.