



Sandwell
Children's Trust

A large graphic featuring a pink and white megaphone on the left, pointing towards a large yellow circle on the right. The yellow circle is surrounded by white dashed lines and several white circles of varying sizes, all set against a teal background.

YOUR VOICE

Complaints,
Compliments and
Comments

Introduction

Sandwell Children's Trust is committed to putting children and young people first. We are always working hard to improve the services we provide. You may want to make a comment, compliment or complaint. Your voice matters to us and this leaflet tells you how to do this.

It is your right to be treated fairly, respectfully and with dignity when making a complaint, regardless of your racial identity, sexuality, disability, age, culture, religion, gender or status.

We will always treat you fairly.

Comments, Compliments and Complaints

It is important for us to know about things that are going well or how the service can be improved.

We are pleased when someone takes the time to contact us with feedback on our services.

If you are unhappy with a service you have received from us please let us know so that we can put things right. If you are happy or pleased with a service you have received it would be great to hear about this.

Your views help us to understand what is important to you and to learn from these.



Help and support that is available to you

Participation Team

The Participation Team supports Sandwell's children and young people to have their say on issues that matter to them. It's about young people having a voice to improve services for all young people. The Participation Team aims to bring in experiences from different young people and give them the opportunity to improve services for other children in care and future care leavers.

You can also talk to the Participation Team or complete a Mind of My Own (MOMO) statement, a MOMO statement is completed by you in your words, it is online and will be received by the Complaints Team.

You can advise us if you would like your comments treated as a complaint.

The Participation Team can be contacted on **0121 569 5922**.

Further support

Young people whose first language is not English can be provided with an interpreter through an independent agency. If you have additional needs in getting your views heard then please contact the Participation Team.

Friends or relatives

Friends or relatives can complain on behalf of a young person. They should gain consent and inform the young person before making a complaint on their behalf.

Mind of My Own (MOMO)

MOMO allows you to directly enter your thoughts into a 'questionnaire' and gives your room to text freely. This can be used to complain, share good news or give you a different way to take part in your meetings. This is then emailed directly to the Social Worker or IRO. You will need an email address to sign up.

Download the app:

www.mindofmyown.org.uk or

email participation_team@sandwell.gov.uk



ADVOCACY SERVICE

It is important that you can get support from outside of the Children's Trust. You can also complain to an independent advocate, who will assist you. This service is free of charge if you are a child or need support to present your views. The role of the independent advocate is to promote and protect your rights and interests.

The Children's Society Black Country Advocacy service is an independent (not part of Sandwell Children's Trust), confidential service for children and young people who are in care, leaving care or who have a Social Worker.

An advocate will:

- help you speak up for yourself or can speak on your behalf if that's what you want
- listen to your concerns or worries and help you to act on them
- be open and honest with you
- help you challenge decisions
- help you prepare for meetings
- explain to adults how you are feeling
- explain to you what is happening and what is planned to happen
- help you to sort out a problem if you are thinking of making a complaint.

Contact Children Society on **01902 877563** or **0800 562 3839** (Freephone).

Comments, Compliments or Complaints Form

Note: All personal data is collected and processed in compliance with the principles of the Data Protection Act 2018 and you have certain rights in respect of this information.

This form should only be completed if you wish to register a comment, compliment or complaint.

(Please tick boxes where appropriate). All information provided will only be used as part of the process.

All information gathered from this form will be presented as analysis and will be used as part of the process. No names or personal information will be shared. The information will be stored for a period of six years, and used if required to obtain further feedback on questions.

Your Name: _____

Address: _____

Postcode: _____ Tel: (optional) _____

Email: (optional) _____

If you are making a complaint on behalf of someone, please provide us with their name and address:

Name: _____

Address: _____

If you have an additional needs please tick:

I want to make a comment:

I want to give a compliment:

My comment, compliment or complaint is about:

What would you like to happen?



Thank you

Thank you for sharing your views.
Please send your completed form to
the address below.



Contact details

Sandwell Children's Trust
Complaints Department
The Wellman Building
Dudley Rd
Oldbury
B69 3DL

Tel: 0121 303 5161

Email: cs_firmstep@sandwellchildrenstrust.org

www.sandwellchildrenstrust.org

(we want to hear your views)

Opening hours:- Mon-Fri 9am - 5:15pm
Fri 8:45am - 4:15pm

Useful Contacts

Participation Service **0121 569 5922**

Childline – 24 hour advice **0800 1111**

Mind Of My Own (MOMO) www.mindofmyown.org.uk

Black Country Children Society (Advocacy Service) **01902 877563**
or **0800 562 3839** (Freephone).