

# Children & Young People - Prevention & Social Care Have your say



## Information for Children & Young People

Wrexham Children & Young People Department wants to provide you with services that meet the very best standards, but sometimes we do not always get it right - but we do try our best to put things right if they have gone wrong.

If you are unhappy about a service, if we have not done something we promised to do, or if you think we have not treated you in the way you think we should, we want to know about it.

Sometimes you need some help to put things right – but you might not know who you can turn to for help.

Don't be afraid! We would like to hear from you and we will be happy to help you.

### What can I tell them?

These are just some examples. If you are not happy about ANYTHING, then you should tell someone.

- You don't understand what is going to happen to you
- Someone is hurting or upsetting you and you can't make them stop
- You feel that you are being ignored
- You feel unhappy but you don't know why
- You don't like how you are being cared for or where you live
- No one is telling you anything
- There's a problem with your pocket money or the food you are being given
- You are soon to be leaving care and you're not being told anything
- You are going to be adopted and don't know what is happening
- You are moving to a new family and you want to know more
- You are not keeping in touch with your family and friends enough
- You are keeping in touch with your family and friends too much

**Hopefully, the problem can be sorted out by the person you talk to.**

**This leaflet is available in other media formats.  
For more details please contact Customer Services  
Telephone: 0800 5876708**

## But who can I talk to?

- a member of your family
- a foster carer
- an advocate
- a teacher
- a social worker or key worker
- a person called a Reviewing Officer
- an adult you can trust

## What if it isn't sorted out?

You can contact someone in the Customer Services Team, by:

'Phone / free phone: 0800 5876708

E-mail: [socialservices@wrexham.gov.uk](mailto:socialservices@wrexham.gov.uk)

Fax: 01978 298029

Letter:

Customer Services Department  
Wrexham County Borough Council  
Social Care Department  
Crown Buildings  
Wrexham  
LL13 8BG

Visit our website: [www.wrexham.gov.uk/socialservices](http://www.wrexham.gov.uk/socialservices)

Customer Services will take all the details from you and will ask you:

- if you want an advocate to help you to make the complaint
- if you want someone else who you trust to help you

They will then arrange for your problem to be sorted out and you will get a reply within 14 days.

## Advocacy

The National Youth Advocacy Service (NYAS) can provide independent and confidential:

- **Information**
- **Advice**
- **Representation** (this means that they can act on your behalf)
- **Support**

## Whistle blowing

Has something happened or is something happening that you know is wrong or you don't like?

Are you too frightened to tell anyone because you are scared of what might happen to you if you do?

- If you want to ask someone to tell for you, we will make sure that:
- No-one knows it was you who told
- The person you have told will not be punished in any way

If you don't know who to tell, Customer Services can help you with this too.

## Useful Help lines

**Wrexham County Borough Council, Children & Young People - Prevention & Social Care Department**  
Telephone: 01978 292039

**Wrexham County Borough Council, Emergency Duty Team / Out of Hours**  
Telephone: 0845 0533 116

**National Youth Advocacy Service**  
Free phone: 0800 616101

**Children's Commissioner for Wales**  
01792 765600 or 01492 523333

**Child Line**  
Free phone: 0800 11 11

**NSPCC Child Protection**  
Free phone: 0800 800 500