

Are you happy?

Bolton
Council



Are you being cared for by someone other than your parents or close relatives?

We want to hear what you have to say!

- You can tell us if you have any complaints
- Tell us if you have a compliment for us
- Let us know how we can do things better

If you are unhappy about the way you are being cared for, it's OK to say so.

Is this how you feel?

- I don't want to complain, but I wish things were different
- I'm being bullied
- I want to get out of a bullying gang
- I'm scared that if I complain, everyone will be against me

There are lots of other things you may want to talk to someone about. We are here to help you get things sorted out.



What shall I do?

Talking always helps

Speak to someone you trust, it might be a friend, your key worker, teacher, parents or carer.

Remember - you have a right to be heard!

You can telephone

The Children's Rights Service on
(01204) 529810

Call into

BYPASS,
Trinity House
Brightmet Street
Bolton
BL2 1BR

You can email the customer relations team at:

andrew.platt@bolton.gov.uk,
telephone them on (01204) 337288

If you don't want to do any of these things, there's a form at the back of this leaflet which you can put in the post for free.



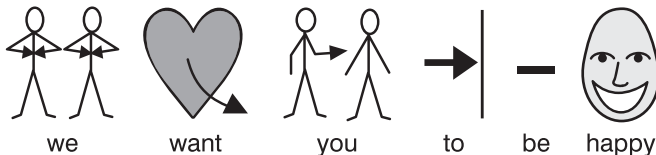
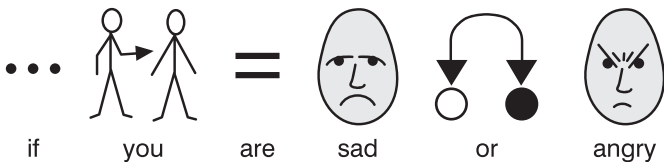
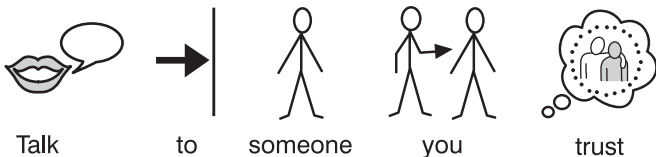
What happens next?

- We will try to sort things out for you as quickly as we can
- We will tell you what is happening
- We will make sure you are involved in decisions



Help us to help you!

- If you have any good ideas, we want to hear from you
- Don't be scared - you have the right to complain
- If things are good - tell us. That helps us know when we are getting things right



About your complaint.




If you are unhappy about the way your complaint has been handled or you don't like what's been said or done, you can get in touch with:

The Commission for Social Care Inspection
Turton Suite
Paragon New Business park
Chorley New Road
Horwich
Bolton BL6 6HG
Telephone: (01204) 676120

If you want to receive this leaflet in large print, in Braille, on audio tape or in any other language, please contact andrew.platt@bolton.gov.uk.

Bolton
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**Please complete
this form and
send it back to
us in the post,
no need for a
stamp!**

Remember, all your
information is kept
private and confidential

Please tick the boxes below

Have you spoken to **BYPASS** ? Yes No

Can we ask them to contact you ? Yes No

Have you talked to anyone about this ? Yes No

Please give us your name and address

Name _____

Address _____

Postcode _____

How would you like us to contact you?

Telephone _____

Email _____

Text _____

Letter _____



Customer Relations Officer
Children's Services
Le Mans Crescent
Civic Centre
Bolton
BL1 1SA