

Children and Family Services

Children's Complaints Comments and Compliments

What do we do?

The Children's Complaints Officer investigates complaints and responds to comments and compliments from children and young people who receive services from the Vale of Glamorgan Council.

Direct involvement and support is provided to enable children and young people's views and comments to be heard. Children and young people are regularly consulted about the service.

An independent advocacy service is offered to all children and young people wishing to make a complaint and also to enable their views wishes and feelings to be heard.

The aim of the service is to safeguard children and young people by providing a robust, user friendly and well-publicised complaints procedure.

Who is the service for?

- All looked after children and young people.
- All children in need, including children with disabilities.
- Care Leavers
- Children and young people who receive a service from the council.

How can you find out more?

Telephone: Freephone (for children and young people) 0800 389 8892
01446 704800

Text: 0777 563 4194

Fax: 01446 704848

Office Opening hours:
8.30am-5.00pm Monday to Thursday
8.30am-4.30pm Friday

An answer phone service is available at all times

The Children's Complaints Officer makes home visits when required and is available to provide information and advice on the complaints process.

The Children's Complaints Officer is available to provide talks/training sessions to support/staff/groups and to other organisations on request.

This leaflet is also available in large print and other formats upon request.

Ref FSCC1

