

We are asking for the following information so that we can make sure that we are providing services fairly. If you complete the information it will only be used to help us and other Council Services make improvements. (Your personal details will not be passed on).

IF YOU DO NOT WISH TO FILL OUT THESE DETAILS, WE WILL STILL RESPOND TO YOUR COMPLAINT/COMMENT/IDEAS.

Are you?

Male Female

Are you disabled?

Yes No

A disability is defined as 'something that affects normal day to day activity' this can be things like problems with hearing or eye sight or difficulties with getting around i.e. mobility. It can also include problems with memory, the ability to concentrate or difficulties with learning. Many long term illnesses also have an affect on people's daily lives so these are also included as a disability.

I am (please tick)

White

- White
- Irish
- Other white background – please specify:.....

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Kashmiri
- Other Asian background – please specify:.....

Multiple Heritage

- Asian and White
- Black African and White
- Black Caribbean and White
- Other Multiple Heritage – please specify:.....

Black or Black British

- Caribbean
- African
- Other black background – please specify:.....

Gypsy or Traveller

- Gypsy/Roma
- Irish Traveller
- Other Gypsy or Traveller background – please specify:.....

Chinese, Yemeni, Arab

- Chinese
- Yemeni
- Arab
- Other Ethnic Group – please specify:.....

Freepost RICT-XKLS-ZHAZ
 "Tell Us Your Views"
 Rotherham Metropolitan Borough Council
 Riverside House
 Main Street
 Rotherham
 S60 1AE

Please Tell Us

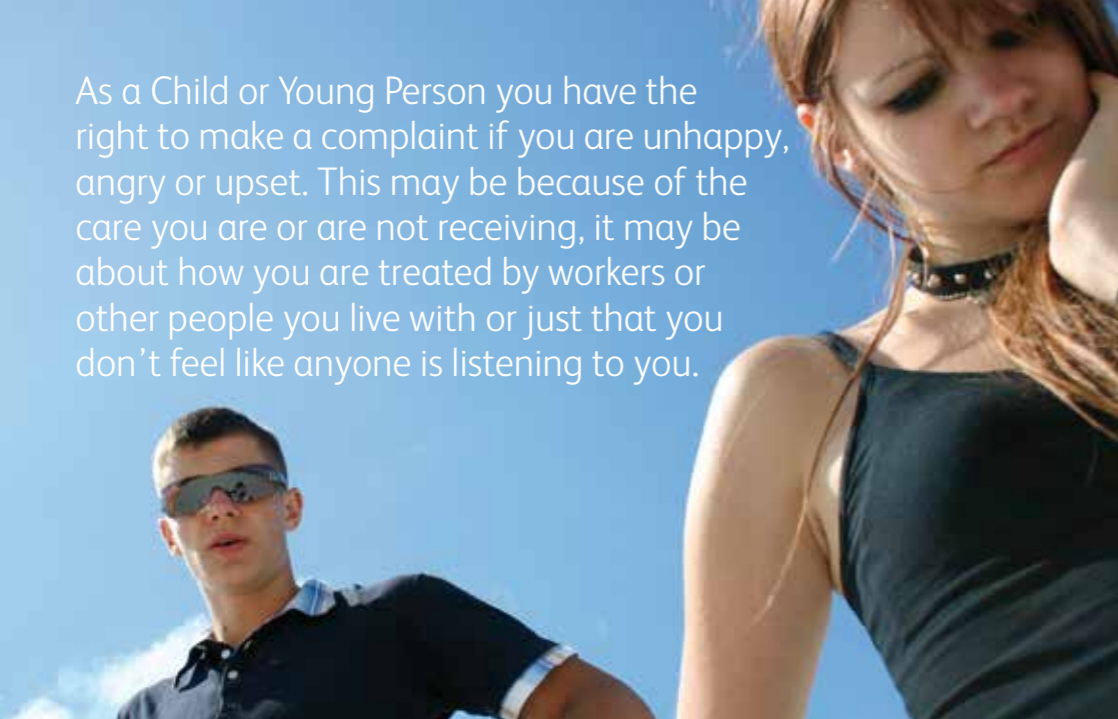
We want to know what you think about Children and Young People Services



DON'T HIDE UNDER THE LEAVES
 Artwork by Bradley age 11



Thank you for completing this form, someone will be in touch soon.



As a Child or Young Person you have the right to make a complaint if you are unhappy, angry or upset. This may be because of the care you are or are not receiving, it may be about how you are treated by workers or other people you live with or just that you don't feel like anyone is listening to you.

The first thing to do is to try and talk to someone you trust and feel happy talking to. They might be able to help and the problem may then be easily sorted out.

If you feel that there is still a problem then you can contact the complaints team. We can take a complaint over the phone, from an email, on a complaints leaflet, or with a visit if you would prefer it.

We can be contacted by email at **complaints@rotherham.gov.uk** or by telephone on **01709 823738**, text **07860021447** or at the following address;

**Complaints, comments and suggestions
Riverside House
Main Street
Rotherham
S60 1AE**

If you need help or support in making your complaint, you can talk to us or contact Right 2 Rights at the same address or on telephone number **01709 823765**

Your complaint will usually be responded to and resolved at Stage 1. This is when a manager will look at your complaint; probably meet with you to talk about your complaint and how to sort out your problem. A manager will get an answer for you as quickly as possible but normally within 10 days.

If you are unhappy with this answer, you should contact us, or Right 2 Rights as there are other things that we might be able to do to help.

Even though we are the complaints team, we don't just want to hear about problems, it is important for us to know about the 'Good Stuff' or any ideas that you have so we can pass this information on or learn for the future.

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This form is for you to make a comment or complaint or to pass on an idea.

1. Date:

2. About You

Name:

Where do you live:

.....

.....

Email Address:

Phone Number:

What is the best time to phone:

How would you like us to contact you? (please tick)

Telephone Email Letter Visit

If you want us to visit where would you like to meet?

.....

.....

You can have someone with you when we visit.

Would you like someone to be with you?

Yes No

If yes, who?

When we receive your form we will contact you and tell you what will happen next.

3. Your Comments

Do you want to: (please tick)

Tell us something good 😊

Make a complaint 😞

Tell us your ideas 💬



4. What do you want to tell us.

(You can write or draw here)



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