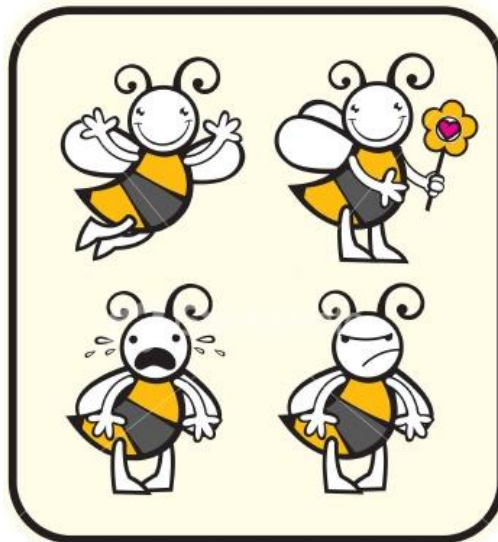


# CCS ADOPTION

## *Complaint and Talk Back Book For Children and Young People*



**You can complain**

**We will listen**

*You can tell us the good and the not so good things  
about CCS Adoption*

162 Pennywell Road, Easton, Bristol, BS5 0TX  
Tel: 08451 220077 E-mail [info@ccsadoption.org](mailto:info@ccsadoption.org)  
Reg Charity No: 286814

*Your feelings and your ideas matter to us*

*We want to listen to you*



- ❖ You have the right to be heard
- ❖ You have the right to say what you think and how you feel
- ❖ Your views and feelings count

*We want you to tell us if:*

- ❖ You are not happy about the service you have had from us or how we have worked with you
- ❖ You have some ideas about how we could make things better at CCS Adoption
- ❖ There are things at CCS Adoption you think are good – so that we can try to have more of them

## *What can I do if I am unhappy with something at CCS Adoption, or with what is happening to me?*

- ❖ You can speak to your Social Worker and tell him/her how you feel
- ❖ You can speak to someone else at CCS Adoption
- ❖ You can ask your parent, friend, teacher or someone else to speak to us, for you

## *When should I complain?*

- ❖ If someone has told you that something would be done and it hasn't happened, or it has taken too long
- ❖ If a Social Worker or someone else has treated you unfairly
- ❖ If you have been told that you cannot have help or use a service for children

## *What will happen?*

- ❖ We will listen to what you have to say
- ❖ We will tell you what we can and can't do
- ❖ We will try to put things right if that is possible

## *What if I am still unhappy?*

- ❖ You can contact the Representations Officer at CCS Adoption, by telephone, on 08451 220077, by e-mail [info@ccsadoption.org](mailto:info@ccsadoption.org) or by post at:-



*Post*

162 Pennywell Road  
Easton  
Bristol  
BS5 0TX



*E-Mail*



*Phone or text*



*In person*

## *What will happen?*

- ❖ The Representations Officer will listen to your complaint
- ❖ They will write to you within five days to let you know what is happening
- ❖ They may ask an Independent Person – someone who has a special job of listening to children and young people, to listen to your complaint
- ❖ After that person has looked at your complaint they will tell CCS Adoption what they think should happen
- ❖ We will tell you what they say and what we can and cannot do to make things as right as possible

*What if I need extra help or want to talk to someone else?*

You can contact :-

❖ **The Children's Rights Director**

Roger Morgan  
Ofsted  
Aviation House  
125 Kingsway  
London  
WC2B 6SE  
Tel: 0800 528 0731 (Freephone)  
Website: [www.rights4me.org](http://www.rights4me.org)

❖ **Voice of the Child in care:-**

[www.voiceyp.org](http://www.voiceyp.org)

Head Office:

**Voice**, 320 City Road, London EC1V 2NZ  
Tel: 020 7833 5792, fax: 020 7713 1950, email:  
[info@voiceyp.org](mailto:info@voiceyp.org)

**Voice**, Swindon Children's Rights Service, Room 2,  
Oaktree School Annex, Priory Road, Park South,  
Swindon SN3 2HA  
Tel: 01793 487 490, email: [swindon@voiceyp.org](mailto:swindon@voiceyp.org)

❖ **National Youth Advocacy Service**

Telephone: 0151 649 8700  
Email: [info@nyas.net](mailto:info@nyas.net) or [help@nyas.net](mailto:help@nyas.net)  
Helpline: 0300 330 3131 (Freephone)  
[www.nyas.net](http://www.nyas.net)

❖ **Children's Legal Centre**

Tel: 08088 020 008  
Website: [www.childrenlegalcentre.com](http://www.childrenlegalcentre.com)

*Please remember that you are important and so is what  
you say*

**My complaint is about:-**

Post to:-

Jadwiga Ball  
CEO  
CCS Adoption  
162 Pennywell Road  
Easton  
Bristol  
BS5 0TX