

Making a complaint

Children and young people



What is a complaint?

A complaint is when you tell someone that something is wrong or not fair.

It could be about:

- A decision someone made about you
- How someone treated you
- Something that didn't happen when it should have

You might say things like:

"That's not fair."
"I need help."
"I don't feel safe."

That means you are making a complaint.



Who can make a complaint?

You can make a complaint if you are:

- 🧑 A child or young person getting help from social care
- 🏠 In foster care or leaving care
- 👨 Adopted or being adopted
- ❤️ Living with a special guardian
- 💬 Someone who cares about a child and wants to help



Your complaint is private

Your complaint will be **kept private**.

Only people who need to know will see it.

You will not get in trouble for speaking up.



Knowsley Council



Contact information

HYSchildrenscomplaints@knowsley.gov.uk
Tel: 0151 443 3231

What happens next?

There are 3 steps to help sort things out.



Step 1 – Fixing it quickly

Someone from the service will try to make things right.

This should happen within 10 working days.

Step 2 – Looking into it

If it's not sorted, someone independent (not part of the service) will check what happened and write a report.

This can take up to 25 working days (or a bit longer if needed).

Step 3 – Review meeting

If you're still unhappy, three independent people will meet to talk about your complaint.

They will decide what should happen next.

You don't have to do it alone

You can get help from an advocate.

An advocate is a person who:

- Listens to you
- Speaks up for you
- Helps you understand what's happening



Need help or want to complain?

You can talk to:

- A trusted adult (someone you trust)
- Your social worker
- The Complaints Manager
- An advocate



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Email: HYSchildrenscomplaints@knowsley.gov.uk

Phone: 0151 443 3231

Online: knowsley.gov.uk/cscfeedback



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