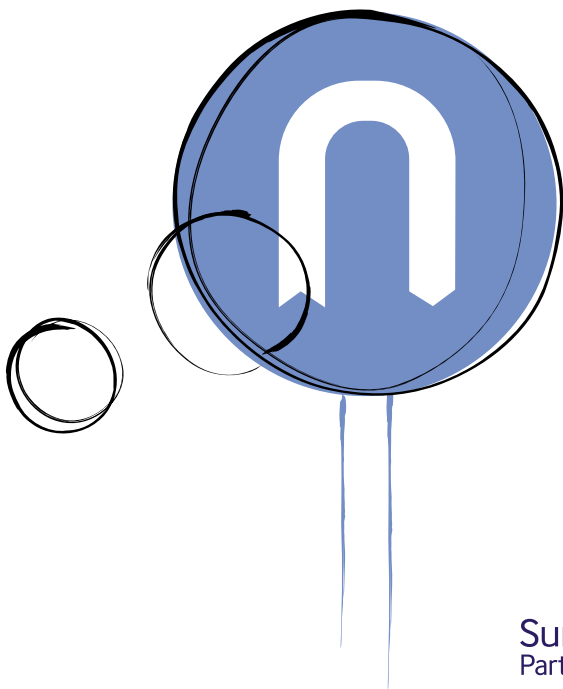


Go on... Answer back!

Sunderland Youth Offending Service

Complaints, comments & compliments



The three C's

How do I make a complaint, comment or compliment?

Sunderland Youth Offending Service aims to provide the highest standards of service. Hopefully, you will never have cause to complain, but the service is keen to hear your comments and views on the services it provides.

Complaints

Things can sometimes go wrong. When they do, please let us know so that the problem can be put right as quickly as possible. There are procedures in place to make sure that any complaint is dealt with fairly and thoroughly.

Most problems can be settled by talking to a member of staff – this would normally be your worker or the person you have been dealing with. If you would then like to take the matter further you can write to the Youth Offending Service to register your complaint formally.

A Manager will acknowledge your complaint within 5 working days. They will also let you know who will be dealing with your complaint. You should normally receive a response within 10 working days from the day when the complaint is received. If this is not possible, you will be informed of when you can expect a response.

If you still think your complaint has not been dealt with to your satisfaction you can then ask the Complaints Officer for Children's Services to take your complaint to the next stage. This person will also let you know how you can take things forward if you are still unsatisfied. The Youth Offending Service will give you the contact details for the Complaints Officer.

Comments

If you would like to make a comment on any of the services you have received, including your views on how services can be improved, please contact the service at the address and telephone number on the back page. The service is keen to hear from you and will give full consideration to what you have to say.

Compliments

It's also good to hear about the things that the service is doing right, so please get in touch so that the things that work well can be improved and built upon.

Contacting us

Get in touch with the Sunderland Youth Offending Service using the contact details below.

Sunderland Youth
Offending Service
St Cuthbert's House
East Cross Street
Sunderland
SR1 1XB

Telephone: 0191 520 5555
Fax: 0191 566 3002
Email: yos@sunderland.gov.uk
www.sunderland.gov.uk/yos