

Case study: 'one-stop-shop' approach to receiving comments, compliments and complaints about any service offered by the Local Authority from children and young people.

In the course of work on the Children's Social Care Engagement Strategy, it was noted that the Authority did not have a child friendly version of the complaints procedure for children and young people.

In order to progress this, examples of best practice were explored and a complaints and compliments form developed by Monmouthshire County Council was chosen as a model for the Wrexham form. A meeting was then held with the Corporate & Statutory Complaints Manager who contacted Monmouthshire and obtained consent to use their document as a starting point for developing one for Wrexham.

The Young People's Care Council and Senedd Yr Ifanc were consulted about the wording of the document and their feedback used to adapt the form to create a Comment, Compliment and Complaint form for Wrexham. A member of staff from Reprographics was then invited to attend a meeting with the Young People's Care Council and members of the Senedd Yr Ifanc. The group discussed the design and format of the form and following this a draft document was produced. The draft document was then returned to the groups for further comment and young people were also consulted in Wrexham Youth Service's Info Shop. The feedback was then incorporated and a final document produced that was approved by the Corporate & Statutory Complaints Manager.

The form was officially launched on the 15th March 2019 and included:

- A formal statement of support by the Lead Member for Children's Services and the Chief Executive ¹
- Posters displayed in the Contact Centre ²

The Chief Officer Education and Early Intervention wrote to all secondary school headmasters encouraging them to use the form³ and bundles of the form delivered to the Contact Centre all secondary schools and youth centres. WCBC staff were made aware of

1 [Press release](#) –

2



YP Care Council
Poster W.pdf



YP Care Council
Poster W.pdf

3



Signed letter from
Ian Roberts.pdf

the form through the internal Bulletin and the document is stored on both the intranet and the WCBC website.⁴

The document demonstrates the Accountability principle of The Right Way approach by providing children with accessible information on the process for making complaints. It makes express reference to the UNCRC as a framework for the process ensuring that both children and adults are aware of children's rights.

4 <http://wrecsam.gov.uk/scc> - Cymraeg

<http://wrexham.gov.uk/ccs> - English