



Stay Safe



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Economic
Well-Being**



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Positive
Contribution**

Advocacy for Children and Young People who wish to make a Complaint



Advocacy for Children and Young People who wish to make a Complaint

What is Advocacy?

Some young people need help to speak for themselves and to get other people to listen to what they say. This is particularly true when young people are defined as “service users” and are cared for by other people who are in a position of power over them. Helping young people to speak for themselves during the complaints procedure and ensuring that they are heard is known as “advocacy”. The person providing advocacy is called an advocate.

What is the role of an Advocate?

An advocate is a person who is there to help and support you through the complaints procedure.

They will:

- Help you to express yourself.
- Only pursue the complaint if you want them to.
- Offer an independent opinion if you have difficulty in expressing one yourself.
- Act only under your direction.
- Will not make judgements, give advice or offer an opinion except in the circumstances outlined above.
- Have received training in order to undertake the role.
- Guide you through the complaints procedure and support you throughout the process.

How do I get an Advocate?

If you wish to make a Complaint then you need to complete the form in the Children and Young People’s Complaint leaflet. On the form it asks you if you wish to have an advocate. You need to tick the appropriate box.

When the Information Governance and Complaints staff contact you about the complaint they will visit you and ask who you would like to be your advocate. They will then make arrangements for you to meet with the advocate to get to know them and to discuss your complaint. The advocate will then give you a contact telephone number so that you can call them at any time to discuss the progress of your complaint and seek their advice.

The advocate will support you throughout the complaints process.

Advocacy for Children and Young People who wish to make a Complaint

For further information about this leaflet please contact:

Information Governance and Complaints Team.
Municipal Offices
Town Hall Square
Grimsby
North East Lincolnshire
DN31 1HU

Tel: 01472 326426 or 326427

Email address: res-customerservices@nelincs.gov.uk

If you would like to receive this information in another language or in another format such as large print, Braille or on audio tape, please contact the Information Governance and Complaints Team using the contact details above.
