

UNHAPPY ABOUT YOUR CARE?

YOU CAN TALK TO US

Most care is good. But sometimes things go wrong.

All young people have a right to high-quality, compassionate care.

Here's what to do if you're not happy with your care.

- Speak to your key worker, the service manager or someone else you trust. Often, they can put things right.
- Complain to your service. They must help you to make your complaint and act on it, with no negative comeback to you.
- Contact your social worker, Who Cares Scotland - 0141 226 4441 hello@whocarescotland.org or your local authority's children's rights officer.
- Talk to us and we will investigate your complaint.

TEXT: 07870 981785 CALL: 0345 600 9527

**KNOW YOUR RIGHTS – www.newcarestandards.scot
www.careinspectorate.com/index.php/complaints**