When something is not going right it is important that you seek support so that your concerns can be looked into to resolve them as soon as possible. Your concerns will be considered under the Complaints Policy and will be treated in confidence. If you are unhappy with something Children and Families is doing, or not doing, you can speak to someone from the Compliance and Complaints team by:

Telephone: 03330136664
Email: haveyoursay@essex.gov.uk
Online form: https://www.essex.gov.uk/complaints
Text: 07788 546 285

Essex Advocacy Service, Rethink, will also be happy to do this on your behalf and can be contacted on
Telephone: 0300 7900 559
or Email:
essexadvocacy@rethink.org

What is a Complaint?
A statement something is unsatisfactory or unacceptable, or an expression of dissatisfaction requiring a remedy