



**If you are  
unhappy..  
tell  
someone!**

Children's Services Complaints Team  
[www.hertsdirect.org](http://www.hertsdirect.org)



## **You have the right to:**

- **be safe**
- **be able to learn and follow your interests**

**If you are unhappy or think that Hertfordshire County Council's Children's Services could be doing better, please tell us.**

If you can, start with someone who works closely with you.

This might be your:

- social worker, professional assistant, personal advisor or their team manager
- foster carer or family placement link worker
- teacher or someone in school
- Head of Care or residential care worker
- personal advisor from Connexions

If you can't talk to anyone who works with you, please phone either:

- National Youth Advocacy Service (NYAS) on 0808 808 1001 or
- Children's Services Complaints Team on 01992 588542  
or email: [cs.complaints@hertfordshire.gov.uk](mailto:cs.complaints@hertfordshire.gov.uk)

They will listen to you and tell you what you can do. You won't get into trouble for making a comment, complaint or compliment about someone.

**Remember, you can call the charity Childline anytime about anything that is worrying you, and calls are free. Childline's number is 0800 1111.**