

Children's Guide to Adoption Support



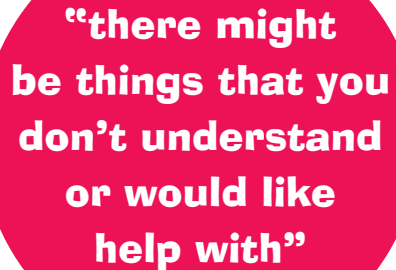
Children's Guide to Adoption Support

When you have been adopted into your new family we hope that everything will go well for all of you.

We also know that being an adopted child may not always be easy and there might be things that you don't understand or would like help with.

These are some of things that you might want help with:

- Information about your birth family.
- Understanding why you were adopted.
- Arranging to keep in touch with brothers and sisters, your birth mum



“there might be things that you don't understand or would like help with”

or dad and other relatives and friends.

- Understanding your feelings – sometimes you might feel angry or sad or just not know how you feel.
- Coping with school, some children who are adopted find school very difficult and need extra help.

If you ask your parents about any of these things they might be able to help you themselves or they may know where to go to find out more. Your parents can also contact the Adoption Support Team in Suffolk to help answer these questions.

The Adoption Support Team has people who know a lot about adoption and who work with adopted children and young people and their families.

We can also arrange fun things for you and your family to do, including meeting up with other adopted children and their families.

If you would like to talk to someone about any of these things, you or your parents can contact the **Adoption Support Team** on **01473 265700**.



We will do our best to help you and we hope you will be happy with our service.

But if you are not happy about the way we try to help you, you may make a complaint. Both adults and children have a right to complain to us.

“Even though it can be hard to speak up when you are not happy, we hope you will find a way to tell us what is going wrong.”



There are different ways of complaining you can chose from. Even though it can be hard to speak up when you are not happy, we hope you will find a way to tell us what is going wrong. That is how we learn to make our services better and work together with children and young people.

- 1) In the first place, we would like you to try to speak to the Adoption Support Team and tell us what you are unhappy about and how we will talk to you about how we can sort things out for you.
- 2) If you feel that after you have spoken to the Adoption Support Team your problem is still not sorted out and you still want to complain, then you can talk to the Complaints Team. The contact is:

**Customer Care Manager
Customer Rights
Suffolk County Council
Endeavour House
8, Russell Road Ipswich IP1 2BX
Tel: 01473 260711**

**E-mail:
customerrights@suffolk.gov.uk**

SCC website address for complaints is:
**[www.suffolk.gov.uk/care-and-support/
customer-rights](http://www.suffolk.gov.uk/care-and-support/customer-rights)**



Another way of getting this information (and complaining online) is from the Suffolk Social Care website at:
www.suffolk.gov.uk/CouncilAndDemocracy/ContactUs/HowToMakeAComplaint.htm

They will reply to you quickly, and help get all the worries and concerns out in the open in order to find a solution.

3) You can talk to Ofsted and the contact details are as follows:

**Ofsted,
Piccadilly Gate
Store Street
Manchester M1 2WD**

**Phone: 0300 123 1231
Email: enquiries@ofsted.gov.uk
Website: www.ofsted.gov.uk**

4) You may also want someone to help and support you to get your views across and to provide choices which will help you make a decision. This person is called an advocate. An advocate is a person that is separate from the Children's Social Care.



An advocate will

- listen to you,
- be on your side,
- make sure that what you want is listen to
- help you to speak up at meetings
- help you make a complaint

We can put you in touch with an advocate or you can contact the Advocacy service directly at:

Anglia Care Trust
8b – 8e, The Square, Martlesham Heath
Ipswich IP5 3SL

01473 622888 or text 07918 650764
Email: admin@angliacaretrust.org.uk

- 5) You can also contact **Children Right’s Team** on **08000 917 1119** and they will advise you how to get the support you need
- 6) You may also want to contact the following organisation if you need more advice.

Childline
0800 1111
www.childline.org.uk

