

We will spend time getting to know you.



We will try and make things better again.



We are there just for you!
You have a right to be heard.

What you say will be kept confidential and will not be shared with anyone else – unless what you tell us will significantly harm you or some other person.



So why not contact us right now while you have this leaflet in your hand? Ring us free on **0800 032 5647**, or ask someone you trust to ring us on your behalf.

Who are we? The Children's Rights Service.



Manchester Children's Rights Service



MANCHESTER
CITY COUNCIL

Who can use the Children's Rights Service?

The Children's Rights Service is a service for children and young people. Any child or young person who is looked after by Manchester City Council can use the service.

Also any child or young person who is in need can use it too!

What does the Children's Rights Service do?

- We can help you make sure you are listened to
- We can help you find out if you need to make a complaint and what to do
- We can help you to understand your rights
- We can tell you about other services that might be able to help you
- We can tell you about how to get involved in activities and events we will be organising

Do you feel no one is listening to you?
We will listen!



Are decisions made that you are unhappy with?

A Children's Rights Officer Can Stand Up For You!



We will respond quickly and speak to you in a safe place of your choice.



We will speak to you if you want us to.



We will talk to you about what has been or is upsetting you.

We will tell you what is happening and tell you about your rights.



We will share information with you – what we know, you will know.

We will speak up for what you want to happen.



We will make sure that those who need to hear what's on your mind, do so.