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|  | **This fact sheet is about:**  **Child Protection** |
|  | Each Council has a duty to make sure all children are safe.  They must investigate if they think a child  is at risk. |
|  | **What do you do before you contact the Ombudsman?** |
|  | Complain to the Council. |
|  | **What can the Ombudsman do?**  We can do something if: |
| C:\Users\barod\AppData\Local\Microsoft\Windows\INetCacheContent.Word\Upset5_1024x1024.png | * the Council didn’t check properly if a child was at risk. |
|  | * the Council didn’t talk with the people or services that look after   the child. |
|  | * the Council didn’t make good plans to keep a child safe |

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|  | **What can’t the Ombudsman do?**  We cannot do anything about: |
|  | * the Council deciding to go to court. |
| C:\Users\barod\AppData\Local\Microsoft\Windows\INetCacheContent.Word\Judge-1.png | * anything the court does. |
|  | * actions taken by the police. |

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|  | **Things to think about** |
|  | Child protection is about what is best for the child. |
|  | The Ombudsman can tell the Council what we think it should do if we think it has done something wrong. |
|  | **More information** |
| Macintosh HD:Users:Wyatt2:Documents:ombudsman flyers:social care pics:Computer-Laptop_family rights.png | You can get advice from the  **Family Rights Group** on: 0808 801 0366  Or at [www.frg.org.uk](http://www.frg.org.uk) |
| Description: Macintosh HD:Users:Robert:Desktop:social care pics:Rules_1024x1024.png | You can read the rules about  **Child Protection** at:  [www.awcpp.org.uk](http://www.awcpp.org.uk). |
|  | If you are still not sure if the  Ombudsman can help, contact us. |
|  | **How to contact the Ombudsman** |
|  | 0300 790 0203 |
|  | ask@ombudsman.wales  www.ombudsman.wales |
|  | @OmbudsmanWales |
|  | The Public Services Ombudsman for Wales  1 Ffordd yr Hen Gae  Pencoed  CF35 5LJ |
|  | This easy read leaflet was prepared by Barod CIC using Photosymbols. |