

## What can we do for you?

We

- **inform** you about your rights.
- **advise** you about the options available to you to challenge an unfair decision.
- **look** together with you **for ways** to improve your situation .
- **accompany** you to appointments at the youth welfare office or a youth welfare organization.

**Help from the Ombudschaft Jugendhilfe NRW is completely free.**

## How can we be reached?

Ombudschaft Jugendhilfe NRW  
Beratungsstelle  
Hofkamp 102 | 42103 Wuppertal  
Telephone: (02 02) 29 53 67 76  
team@ombudschaft-nrw.de

## Monday to Friday

Just call us, write us an email, or fill out the contact form on our home page.

## Further info available at:

[www.ombudschaft-nrw.de](http://www.ombudschaft-nrw.de)

[www.facebook.com/pages/Ombudschaft-Jugendhilfe-NRW/](https://www.facebook.com/pages/Ombudschaft-Jugendhilfe-NRW/)

**Your problems are always handled confidentially by us.**

**Ombudschaft**  
JUGENDHILFE NRW



powerless? nobody listens to you?

**treated unfairly?**

bad advice? worried?  
being mobbed? not understood?

Help planning

Asserting your rights

Group home

Complaints

Pocket money

Child and Youth Services Act

Markiert mit  
**AKTION**  
10/2011



## Why the Ombudschaft Jugendhilfe NRW?

You want/receive youth welfare services and

- feel like you are not being understood correctly?
- think someone is being unfair to you?
- are looking for someone who can give you independent advice?

## Then you are at the right place!

If you feel you have been treated unfairly by an organization or a youth welfare office, we will listen to your side of the story and provide you assistance, guidance, and advice to help you solve your problems. Together with you, we will look for a suitable solution so that your complaints will be heard.

## We are confident that

- your complaints will be heard by those responsible and
- it is usually possible to find a good solution.

We are a complaint and counseling office for children, youths, and adults who want or are entitled to receive services based on the Child and Youth Services Act and are looking for independent advice on how to solve their problems.

## Who can ask us for help?

Children, youths, and adults who

- want information about their rights to receive services based on the Child and Youth Services Act (SGB VIII),
- feel they have not been adequately counseled or properly involved by a youth welfare office,
- are unsatisfied with the counseling provided by a youth welfare organization and would like to personally register a complaint, or
- do not know who is responsible for their issues relating to child and youth services.



## What kind of questions do we receive?

### Examples

“Can the head of my group home take my pocket money away just because I made a mistake?”

*a 13 year old*

“I ran away from home. My father wants me to come back home. But I don't want to! What should I do?”

*a 16 year old*

“My application requesting support for a young adult was denied by the youth welfare office. What are my rights?”

*an 18 year old*

“I feel like I have been left alone with my concerns about my foster child. Do I have a right to receive counseling from the youth welfare office?”

*a foster mother*

“Can I take my best friend to the assistance planning discussion?”

*a single mother*

# Independent Complaint and Counseling Office