

Information for Children and Young People:

How We Help You When You Contact Us



What We Do:

The law written for our Office, says that we can provide advice to a child or young person up to the age of 18, or under the age of 25 if:

- they have a disability,
- have been care experienced
- or have been involved with the youth justice system.

We can also provide advice to any child or young person placed off island for their care or treatment.

We're here to listen, support, and give you information and advice about your human rights.

We make sure that we keep the information you share with us confidential, unless we think what we are being told suggests that you or a child or young person is at risk of harm. We then share the information where we have to with other organisations that can help to offer protection.

Here's how it works if you reach out to us with a question or need help:

Step 1: Getting in Touch with Us

1. Ways to Contact Us:

- You can get in touch by:
 - **Calling us on 01534 867310** (Our opening hours are 9am-5pm Monday to Friday) except bank holidays (we are not an emergency service)
 - **Sending us an email at Advice@OCCJ.org.je**
 - **Looking at our website [Children's Commissioner for Jersey](https://www.occj.org.je)**
 - **Visiting us at our office**

2. What Happens First:

- When you contact us, we listen to understand what you need help with.
- If your preferred language is BSL or English is your second language, please email us first and we will arrange an interpreter so that we can talk to you about your issue.

Step 2: Helping You Find the Right Information

1. Pointing You in the Right Direction:

- If you're looking for advice on something we can't help with, we'll let you know who else can help and connect you with them if needed.

2. Offering You Support:

- If we can help, we'll talk with you directly to understand how best to support you.
- Sometimes, we may need permission from a parent or guardian to get started, but we'll always talk this through with you first.

3. Moving to the Next Step if Needed:

- If your situation needs more than just advice, we'll start a case in our system to give you more in-depth help. This means we'll keep track of what's happening and work with you more closely.
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Step 3: Working on Your Case

1. Getting More Information:

- We will ask you to complete a consent form, which will be where you sign to allow us to talk to other agencies who are involved, share some of your information and ask the same from them where necessary.
- To help you best, we may need to ask questions or get more details from you.
- If we need permission from a parent or guardian, we'll explain why and ask them to complete a consent form too.

2. Different Ways We Can Help:

- **Helping You Take Action:** If you want to make a complaint to a service or an organisation or need someone to speak up for you, we can help you with that.
 - **Connecting you with other help (if needed):** Sometimes, we may need to involve other people or groups who can help with your situation. If that's the case, we'll help connect you to the right places, in the best way that works for you.
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Step 5: Wrapping Things Up

1. Keeping You in the Loop:

- We'll let you know what we did to help and talk through any outcomes. You'll also know why we did what we did and what it means for you.

2. Special Cases:

- If your situation is part of a bigger issue that affects other children and young people, we might do a review of a service or a system and share what we learn with others (without sharing your name) to help make things better for everyone.

3. Finishing Up:

- Once we've helped you as much as we can, we'll close the case and will contact you to let you know.