

How you can talk to the advice service at Family Rights Group



Easy read booklet

This leaflet was written by Family Rights Group. We are a charity. We help families and children.

About our advice service



We give advice to families who use **children's services** in England.



Children's services help support children and young people who need more help.



Social workers work for **children's services**. They make sure children and young people are safe and cared for.



We help families understand **the law** when people like **social workers** make decisions about children.



The law protects people and makes sure everyone is treated in a good and fair way.

How to talk to us



We want it to be easy for you to use our service and to talk to us.



Our service is free to use and **confidential**. **Confidential** means we will not tell anyone else anything you tell us. Unless we are worried that someone might get hurt.



Call us on this number for advice
0808 801 0366.



It's free to call us.
You can call from
9.30am to 3pm Monday to Friday.



If you find it hard to hear or speak on the phone you can use [Relay UK](#) to call us on 0808 801 0366

If you prefer to use a computer to talk to us



Go to this website to use our **webchat** to talk to us online

www.frg.org.uk/get-help-and-advice/webchat/.



You can use our webchat from 2.00pm to 4.00pm on Mondays and Thursdays.



Or go to this webpage www.frg.org.uk/advice-form/ and fill out the form to ask us a question.



We will answer your question **by email**.

When you call us, use our webchat or send a question please tell us the best way to send information to you.



Find out more about our service on this webpage www.frg.org.uk/get-help-and-advice/

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