



LEGAL AND INVESTIGATIONS TEAM

NICCY's job is to safeguard and promote the rights and best interests of children and young people.

NICCY's Legal and Investigations Team deal with queries and complaints from children, young people, their parents or carers, about the service they receive from public bodies. This can include issues around, for example, education and health, as well as many more.

We can provide help in various ways including: advice, guidance, support and legal representation if appropriate. We can help children and young people ensure their voice is heard in relation to matters which affect them.

AGE REMIT AND CONFIDENTIALITY

We can help children and young people up to 18 years of age or 21 years of age in certain circumstances.

We treat all enquiries confidentially unless they raise child protection issues, when we are obliged to report these to the Social Service and/or PSNI.



HOW TO CONTACT US:

Email: legalteam@niccy.org

Telephone: 028 9031 1616

Write to us: NICCY
Equality House
7-9 Shaftesbury Square
Belfast
BT2 7DP

For more information: www.niccy.org



HERE FOR YOU... HELPING YOU!

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Please contact the Communications team at NICCY if you require alternative formats of this material.

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**Northern Ireland
Commissioner
for Children and
Young People**

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BT2 7DP

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WHAT WE CAN DO TO HELP:

- ▶ We can help with a complaint against a public body – public bodies include schools, hospitals, councils, social services and many more. If you are not sure, please contact us
- ▶ We can help bring a complaint to a public body
- ▶ We can help with legal issues about the rights and welfare of children and young people
- ▶ We are here if you want to speak to someone about a child's rights issue.

WHAT WE CANNOT DO:

- ▶ We cannot get involved in problems to do with court, which parent children and young people live with, or how often they see a parent they don't live with
- ▶ We cannot get involved if children or young people have a problem with the police. However, we would pass the matter on to the Police Ombudsman who can help
- ▶ We cannot get involved with problems children and young people have with private organisations.



If NICCY is not able to help we will always try and do our best to find an organisation that can.



EXAMPLES OF OUR WORK

The team helps with a range of different matters – from dealing with issues which affect one child or young person to issues which affect many children and young people. Examples of our recent work include:

- ▶ **Education:** bullying, suspensions, expulsions, educational provision, Special Educational Needs, complaints against schools
- ▶ **Health:** health provision, accessing specialist services, accessing medical treatment
- ▶ **Youth Justice:** accessing services, right to privacy.

OUTREACH IN THE COMMUNITY

The team provide an outreach service in local areas letting children know what their rights are and what help we can give them.

We have visited schools, community centres, youth groups and libraries to meet with children and young people to talk about what matters to them. We provide education on child rights and advice clinics on specific issues which affect children and young people. If you would be interested in the team attending your group please contact us.