



## Complaints Policy

### West Berkshire SEND Information Advice and Support Service

We hope that however you have contact with us you find that we provide a high quality service.

However there may be a time when you wish to make a complaint about our services and this will be treated seriously and promptly. It is important to us to understand what people want, and that you feel that we have listened to you. All complaints are treated seriously – if you are a service user or family member making a complaint will not affect any of the services you receive from us.

We welcome comments and suggestions to help improve.

#### How to complain

Anyone can make a complaint by contacting the person you have been dealing with, or the Manager of the service and explaining what the problem is. You can do this in person, via email or telephone or by writing a letter, or you can use the feedback form on our website.

#### Our commitment to you

- We will acknowledge your complaint within 4 working days
- Your complaint will be investigated and you will receive a detailed response within 28 working days
- If you need support to make your complaint such as alternative formats or translation services we will support you to make your complaint
- Complaints about our services will be reported to whoever funds that service
- Depending on the nature of the complaint staff members may be suspended while we investigate fully
- If there are delays we will keep you informed of the status of your complaint
- Where actions are identified from your complaint, we will carry these out quickly
- We will review all complaints regularly and ensure we learn lessons to keep improving our services

#### What if that doesn't solve the problem?

If you feel that our investigation has not resolved your issue you can request an appeal and our Chief Executive will review your complaint and provide you with a response within a further 28 days. If it is going to take longer we will let you know.

#### Still not satisfied?

You can contact the Information Advice and Support Programme:

<https://councilfordisabledchildren.org.uk/information-advice-and-support-programme/about-information-advice-and-support-programme%C2%A0>

The programme seeks to ensure that in every local authority area, children and young people with SEND and their parents have access to impartial and free information, advice and support covering SEND issues – including the offer of a Helpline and online advice which is provided by Contact.

The programme is led by the Council for Disabled Children and funded by the Department for Education.

You can also contact our funders, West Berkshire Council.

**Key contacts:**

Programme Manager: Katherine Vowles [katherinevowles@roseroad.org.uk](mailto:katherinevowles@roseroad.org.uk)

Director of Central Services: Carol Dixon [caroldixon@roseroad.org.uk](mailto:caroldixon@roseroad.org.uk)

Chief Executive: Juno Hollyhock [junohollyhock@roseroad.org.uk](mailto:junohollyhock@roseroad.org.uk)

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