

Rotherham SENDIASS Customer Complaints Procedure

The Rotherham SENDIASS is committed to providing a high quality service to its customers and welcomes suggestions as to how our services could be improved. This procedure applies to complaints made about the Service by service users.

What is a complaint?

A complaint is made when a customer is not satisfied with the standard of service, the action or lack of action by a member of the service staff or Independent Parental Supporter, which affects them or their family and requires a specific response from Rotherham SENDIASS.

The Rotherham SENDIASS Complaints Procedure is in line with Stage 1 of the Customer Complaints Code of Practice for Rotherham MBC:

- Within 3 working days of receipt of a complaint, The Service manager will acknowledge in writing its receipt and either:
 - Investigate the complaint and reply in writing to the customer within 10 working days of its receipt (or if your complaint is complicated this may take up to 20 working days.
- A reply to a complaint made under Stage 1 must contain details of the steps available to the customer under Stage 2 of the Customer Complaints Code of Practice for Rotherham MBC.

If the customer is not satisfied with the reply to a complaint under Stage 1 they may ask Rotherham MBC to continue to consider the complaint as a Stage 2 complaint via their Customer Complaints Procedure. Further details of how to do this can be found on www.rotherham.gov.uk

Complaints to the service will be monitored and any relevant information will be used to inform future policy and practice.