

# Send Information Advice and Support Service – Leicestershire

# Complaints policy

## Introduction

This policy sets out the procedure to be followed when SENDIASS receives a complaint, from parents, carers, volunteers, or other users.

SENDIASS is committed to continually improving the support it provides, and considers any feedback received will be an opportunity to:

* listen, review, respond and take action/implement changes if necessary
* help shape future practice
* share best practice and celebrate achievements

## Complaints

A complaint is an expression of dissatisfaction from someone about SENDIASS which requires a response. It may include:

* feeling disgruntled, disappointed, or unhappy.
* feeling you were not treated with respect or courtesy; or an action, or lack of action by a SENDIASS worker that has led to you feeling anxious, worried or concerned.

Complaints should relate to events which occurred within the last 12 months.

All complaints will be investigated in line with this procedure. The complainant will always be informed of the outcome of the complaint.

Outcomes may include:

* an explanation
* an apology
* practical action
* implementation of change specific to the complaint
* review of practice.

## Who can make a complaint?

A complaint can be made by:

* any service user who has accessed SENDIASS: Parents, Carers, Children, Young people, anyone working in partnership with SENDIASS, Staff, Volunteers and Professionals.

**Please note, this procedure is solely for complaints about the service received from Leicestershire SENDIASS, the policy does not apply to the actions or decisions of an individual or organisation outside of the service.**

**How do I make a complaint, comment, or compliment?**

You will need to put any complaint, comment, or compliment in writing in

* an email
* a letter

## Is there an alternative to making a formal complaint?

Yes, misunderstandings can often be sorted out on an informal basis. You can contact the SENDIASS Team Supervisor who may be able to resolve the issue. If the issue is not resolved, the formal complaints procedure can be started.

## Formal complaints Procedure stage 1

Complaints about SENDIASS should be sent to the SENDIASS Team Supervisor

Response from SENDIASS Team Supervisor:

* the complaint is sent to the SENDIASS Team Supervisor
* written acknowledgement for the complaint is sent within 3 working days
* if the complaint is about the SENDIASS Team Supervisor, the complaint should go to the next stage which is formal complaint to Leicestershire County Council Complaints Department.
* a full investigation into the circumstances surrounding the complaint will be
* carried out by the SENDIASS Team Supervisor. This may involve talking to people concerned.
* the person who has complained will receive a written response letter explaining how the complaint investigation has been conducted the outcomes of the investigation and any actions to be taken.
* The person who has complained will be informed that they may make a complaint to Leicestershire Councils Complaints Team if they are still dissatisfied. Please see below
* A complaint will be responded to within 20 working days.
* In exceptional circumstances where a complaint will take longer than 20 days to investigate the person who has complained will be informed of this and the date by which they will receive a response.

## Formal complaints procedure stage 2

Leicestershire SENDIASS is commissioned by Leicestershire County Council, therefore complaints at stage 2 should be directed to the Leicestershire County Council complaints team.

Complaints should be submitted either by the online complaints form, phone 0116 232 3232 or you can write to the team:

Leicestershire County Council Complaints

County Hall

Glenfield

Leicester

LE3 8RB

 Here is a link to the webpage:

<https://www.leicestershire.gov.uk/about-the-council/contact-us/complaints-and-comments>

## Investigating your complaint

We will write to you within 3 days of receiving your complaint to tell you we have received it. We will tell you who will be investigating it and when you can expect an answer.

We will investigate the complaint and depending on the seriousness of the complaint, we may ask an independent investigator to look at it. We may ask you to meet us and the care provider to find a solution to the problem.

We will write to you to tell you the results of our investigation.

We aim to respond to most complaints within 20 working days, but some complex complaints may take longer. The respective complaints policy documents appended on this page set out the maximum timescales for each complaint type.

## If you are not happy with our investigation

Contact the Complaints and Information Team if you are not happy with the findings of our investigation or how we have dealt with your complaint.

The Complaints and Information Team will advise on the appropriate escalation route which will ultimately conclude with the Local Government and Social Care Ombudsman

The Ombudsman will usually expect you to have gone through the council’s complaints process before they can consider your complaint. The Council will make it clear when all local stages have been exhausted.

## Recording and Monitoring Arrangements

Records of all complaints will be reported to and discussed at the SENDIASS Advisory Panel.

**For Stage 1 complaints:**

**Sendiass Team Supervisor**

info@sendiassleicestershire.org.uk

Sendiass c/o Room 500 Business Support

Rutland Building

County Hall

Glenfield

Leicester

LE3 8RA

## For Stage 2 complaints:

**Leicestershire County Council**

Complaints team

County Hall

Glenfield

Leicester

LE3 8RB

0116 232 3232

Review date: December 2022