

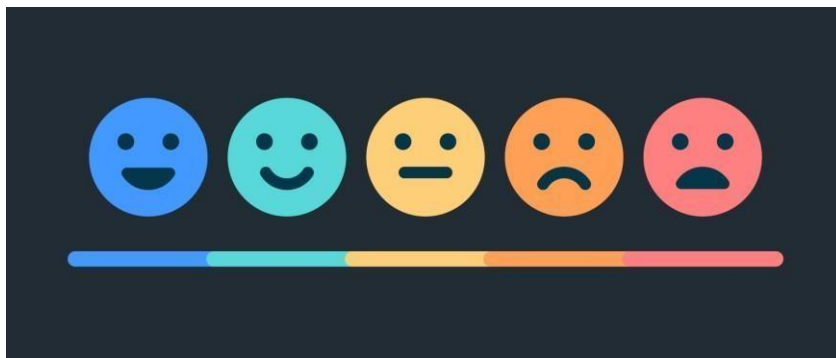


## Compliments, Comments & Complaints Procedure:

Staff within SENDiass4BCP are constantly working to improve our service. We need to know what you think, and so we welcome your compliments, comments, complaints, and constructive criticism, because they help us identify what we do well and where we need to improve.

Our aim is to provide different ways for everyone to be able to tell us:

- What's working well?
- What's not working well?
- What would be even better if..?



### How you can give us feedback:

- Following the [feedback link](#) on the SENDiass4BCP website
- When we email you, following the feedback link at the bottom of the email
- Telephoning us on 01202 128181
- Taking part in our Annual Steering Group meeting – just ask us for details
- Using direct messaging on Twitter, Instagram, or Facebook
- Completing evaluation forms at training & workshop events
- At a face-to-face/virtual appointment



Most of our feedback is anonymous, but if you indicate that you want a reply we will gladly respond.

## Complaints Procedure

If you have a complaint about the way SENDiass4BCP has worked with you or the service that you have received from a member of staff, we would like to resolve the issue at the earliest opportunity. We suggest that you follow these steps:

### **Step One:**

We hope that most things that you are concerned about can be resolved quite easily by discussing them with your SENDiass Officer at the earliest opportunity.

### **Step Two:**

If the matter has not been resolved or you are not satisfied with the response from your SENDiass Officer, you can discuss the matter with the Interim SENDiass4BCP Service Manager, Kirsty Fisher.

### **Step Three:**

If you are still not happy that the matter is resolved, you should contact BCP Council, following this link <https://www.bcpCouncil.gov.uk/ContactUs/commentsandcomplaints.aspx> , select the area in which you live and complete your complaint online.

## Complaints, comments, and compliments about another service

There are different routes for expressing your views about school, the Local Authority, NHS, etc. The first step would be to **discuss** your intention with your SENDiass Officer. They will inform you of the appropriate channel and may support you with the process.

Complaints, constructive criticism, comments, and compliments are ways in which the quality of any service is maintained and developed.