

SEND Complaint: Step by Step



Pre Complaint: If you have a concern please get in touch with us and we will try to resolve it with you as quickly as possible. If you are still not happy after talking to us you can make a formal complaint.

Stage One

Your complaint can be made online, by phone or in writing direct to a team manager, social worker or other worker you have contact with who will notify the team manager.

You will get a written response within 15 working days. If the complaint is complicated it may take a bit longer, but we will talk to you about this and give you a more accurate idea of how long this might take.

If you are not happy with the response at Stage 1 you can go to Stage 2 of the complaint.

Stage Two

A senior officer who has not been directly involved in the case will look at what has happened and respond within 10 working days

If we can't reply within that time, then we will tell you why, and let you know when you can expect a reply.

If you are not happy with the response at Stage 2 you can go to Stage 3 of the complaint.

Stage Three

If after going through Stages One and Two and you are still not satisfied with the Council's response, you can take your complaint to the Local Government Ombudsman.

This is an organisation that looks at how Council's work. They can tell the Council to do things differently if they have done something wrong.

You can contact them via email or telephone and you will follow their processes from that point onwards