

Hillingdon SENDIASS Complaints Policy

If for any reason, you are unhappy with any aspect of the service provided by Hillingdon SENDIASS, please use the procedure outlined in this Policy.

Any issue of concern or complaint should be raised initially with the SENDIASS Officer you are dealing with as soon as you become concerned.

The Officer can explain what action has been taken and the progress of any goal that had previously been negotiated and agreed. You can renegotiate your goal/s or stop any further action at any time.

If you are not happy with what the Officer is doing on your behalf, you can raise the matter with the SENDIASS Manager.

The Manager will discuss your complaint with you and investigate fully any concerns you may have.

You can decide how you want the findings of any investigation reported to you, in writing or a face-to-face meeting.

If you are unhappy with what the Manager is doing on your behalf or dissatisfied with the way the Manager has investigated a complaint against staff, you can ask for the complaint to be escalated. Alternatively, you can use Hillingdon Council's Complaints procedure. The Complaints team can be contacted:

- via email complaintsmailbox@hillingsdon.gov.uk
- via post Complaints and Enquiries Team, 3S/03A Civic Centre, High Street, Uxbridge, UB8 1UW
- via telephone 01895 277801 or 01895 277143 or 01895 556015

Hillingdon SENDIASS could, on your behalf, contact another Service to investigate any complaint where appropriate.

We assure you that we will:

- Treat your complaint seriously
- Acknowledge your complaint within 5 working days of receipt
- Investigate the complaint and give a full and proper response
- Make revised arrangements for procedures and/or services found to be at fault

If things have gone wrong, we will do our best to:

- Put matters right for you
- Make sure that the same problem does not arise again for you or other service users

How to tell us about your complaint:

You can:

- **Contact us by telephone - 01895 277001**
 - In the first instance you should speak to the person who has been dealing with you
- **Write to us - Hillingdon SENDIASS, 4W/10, Civic Centre, High St., Uxbridge, Middlesex, UB8 1UW**
 - Outline the nature of your complaint including as much detail as possible such as dates, times, places etc. Please include your contact details including day-time telephone numbers
- **Make an appointment to visit us at the above address**
 - If you would prefer to discuss a matter face to face this can be done by making an appointment or by phoning us on our contact number above.
 - Our generic email address is sendiass@hillington.gov.uk
 - The Manager's email address is lhale@hillington.gov.uk