



Special Educational Needs and Disabilities Information Advice and Support Service– SENDIASS

Complaints Procedure Policy

Reviewed August 2020



If a complaint is made against other Departments within the London Borough of Havering, the Special Educational Needs and Disabilities Information, Advice and Support Service (SENDIASS) will signpost the service user to the Corporate Complaints system.

If a complaint is made against a SENDIASS Case Officer or against the actual service, the SENDIASS Team will provide the Service User with the choice of complaint routes that they can take. Service users will be advised that they can follow the London Borough of Havering Complaints Procedure or the SENDIASS own complaint procedure.

All formal complaints (regardless of the complaint route taken by the parent/carer or Young Person), will be logged onto the Corporate Complaints System.

SEND Information, Advice and Support Service Complaints Procedure

Any issue relating to the Special Educational Needs and Disabilities Information, Advice and Support Service (SENDIASS) or the conduct of any member of staff within the SENDIASS Team, can be raised with the Supervisor of the SEND Information, Advice and Support Service as soon as there is a concern.

The Supervisor can explain what action has been taken and the progress of any goal that had previously been negotiated and agreed. Any individual that has made a formal complaint-can renegotiate their goal or stop further action being taken at any time.

The Supervisor will discuss the complaint with you and fully investigate any concerns you may have. You can decide how you want the findings of this investigation reported to you, in writing or a meeting (this will be done virtually due to the Pandemic).

If you are unhappy with the findings of this investigation or dissatisfied with the way your complaint has been investigated you can ask for the complaint to be dealt with by the Steering Group. (Details of the Steering Group will be provided on request). Alternatively you can use the Council's Complaints Procedure.

If you decide you would like your complaint to be dealt with by the Steering Group, you will be informed of the date of the next meeting (held once a term) where a sub group to investigate the complaint will be formed. If it is a matter of urgency the Chair of the Steering Group will contact you immediately.

They will:

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

If you are still unhappy, your complaint will be directed to the National Information, Advice & Support Service Network (IASSN) who will investigate any complaint where appropriate.

If things have gone wrong we shall 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:

In the first instance you should speak to the person who has been dealing with you (if the complaint is not regarding them). Outlining the nature of your complaint including as much detail as possible such as dates, times, places and please ensure that you include your name and contact telephone number.

You can:

- Contact us by telephone: 01708 433885
- Email: sendiass@havering.gov.uk
- Write to us at:
SEND Information, Advice and Support Service (SENDIASS)
Mercury House, Mercury Gardens
Romford, Essex, RM1 3DW