

# Compliments and Complaints Policy

*(For Children, Young People and Families)*

## Our Promise to You

We want everyone to feel listened to, respected, and treated fairly. Whether you are happy with our service or feel something could be better, we want to hear from you.

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## Compliments (Saying Thank You)

If you're happy with something we've done, we'd love to hear about it!

You might want to tell us:

- Someone was helpful and went beyond what you'd expected
- You had a good outcome from the support you'd received
- We made a positive difference to you

### How to send a compliment:

- Tell a member of staff
- Ask your parent/carer to tell us
- Email or write to us

We will:

- Share your words with our team
  - Use your feedback to keep improving
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## Complaints (When Something Isn't Right)

It's okay to complain. Speaking up helps us make things better.

You might want to complain if:

- You feel unhappy, unsafe, or not listened to

- Something didn't happen the way it should have
  - You feel you were treated unfairly
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## Making a Complaint (Simple Steps)

### Step 1: Talk to Us

You can:

- Speak to a staff member you trust
- Ask a parent, carer, or advocate to help
- Contact us directly

We will listen and try to sort it quickly.

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### Step 2: Formal Complaint

If it's not resolved, you can make a formal complaint.

We will:

- Acknowledge your complaint within **2–5 working days**
  - Look into what happened
  - Keep you updated
  - Give you a full response (usually within **20 working days**)
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### Step 3: Still Not Happy?

If your complaint is about **how your personal information has been used**, you can contact the:

- Information Commissioner's Office (ICO)

**ICO Contact Details:** You can take your complaint further to an independent organisation.

- Website: <https://www.ico.org.uk>
  - Helpline: 0303 123 1113
  - Address:  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
United Kingdom
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### **Support to Help You Complain**

You don't have to do this alone. You can get help from:

- A parent or carer
- A trusted adult
- A different advocate (someone who speaks up for you)

We can also help you write down your complaint if needed.

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### **Confidentiality and Respect**

- We will take your complaint seriously
- We will treat you with respect
- Your information will be kept private (unless there is a safeguarding concern)

## What Happens Next?

We use all feedback to:

- Improve our services
- Learn from mistakes
- Celebrate what is going well and is working for the people we assist

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## Contact Us

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