



SHEFFIELDSENDIAS

Sheffield Special Educational Needs & Disability Information Advice & Support

Customer Complaints Procedure

Sheffield SENDIAS is committed to providing a high-quality service to its customers and welcomes suggestions as to how our services could be improved.

This procedure applies to complaints made about the service, by service users.

What is a complaint?

A complaint is made when a customer is not satisfied with the standard of service, the action or lack of action by a member of the service, which affects them or their family and requires a specific response from Sheffield SENDIAS.

Sheffield SENDIAS Complaints Procedure is in line with Stage 1 of the Customer Complaints Code of Practice for Sheffield CC:

- We will aim to resolve your complaint within 3 working days.
- If this is not possible, we will carry out a complaint investigation and aim to complete this within 28 days.
- If you are not satisfied with the reply to a complaint under Stage 1, may ask Sheffield CC to consider the complaint as a Stage 2 complaint via their Customer Complaints Procedure.

Further details of how to do this can be found on [Complain about a council service | Sheffield City Council](#)

Complaints to the service will be monitored and any relevant information will be used to inform future policy and practice.