



Complaints Procedure (BREAKAWAY)

A complaint may be submitted in person, by phone, email, or in writing. The individual receiving the complaint should make every effort to resolve the issue promptly and to the satisfaction of the complainant, where possible. Any serious complaints must be reported to management immediately.

An acknowledgement of the complaint will be provided within two working days, and a formal reply will be sent within ten working days.

Stage 1

Complaints should be directed to the Manager, including as much detail as possible to assist in the investigation. A decision regarding the complaint will be made within ten working days unless exceptional circumstances arise.

At this stage, the complainant will be informed of their right to proceed to Stage 2 for an independent investigation if they are dissatisfied with the response.

If the complainant is satisfied with the outcome, the complaint will be considered closed, and the decision will be recorded. If the complainant remains unsatisfied, they can request escalation to Stage 2, where the head of service will review the matter.

Stage 2

To escalate to Stage 2, the complainant must submit their complaint in writing, specifying which aspects of the previous response they are unhappy with and suggesting what further actions they believe should be taken.

The Stage 2 complaint must be submitted within one calendar month from the date of the Stage 1 reply.

An acknowledgment will be provided within two working days, with a reply sent within ten working days.

Stage 3

If the complainant is still dissatisfied with the Stage 2 response, they may escalate the complaint to the Chief Executive. The complaint must be submitted in writing, clearly outlining which parts of the previous responses are unsatisfactory and what further actions are requested.

Stage 3 complaints must be received within one calendar month of the Stage 2 reply.

An acknowledgment will be issued within two working days, with the aim to respond within 20 working days. If further time is needed to provide a full response, the complainant will be contacted with an explanation and an updated timeline.

Stage 3 complaints should be sent to:

Ragena Khan

SCF Complaints Team

Slough Children First

Observatory House

25 Windsor Road

Slough, Berkshire

SL1 2EL

or via email to ragena.khan@sloughchildrenfirst.co.uk



If I am still not happy after stage three, can I take my complaint further?

Yes, you can contact the Local Government Ombudsman. The Ombudsman is an independent person who investigates many types of complaints about councils once they have been through all the stages of the council complaint procedure.

The Ombudsman's address is:
The Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH
Telephone: 0300 061 0614
Website: [Local Government Ombudsman](https://www.localgov.uk)
Text 'call back': 0762 480 3014
Fax: 024 7682 0001.

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