



Complaints Procedure (BREAKAWAY)

A complaint may be made in person, by phone, by email or in writing.

The person receiving the complaint should always try to resolve the complaint quickly and to the complainant's satisfaction wherever possible.

Management must be made aware of any serious complaints immediately.

An acknowledgement of the complaint must be made within two working days and a reply sent within 10 working days.

Stage 1

The complaint should be sent to the Manager and as much detail given as possible to assist in the investigation of the complaint.

A decision on the complaint should be provided within ten working days unless there are exceptional circumstances.

The complainant should be informed at this point of their right to an independent investigation under stage 2 if they are unhappy with their reply.

If the complainant is satisfied with the decision then the complaint can be closed and the outcome recorded.

If the complainant is not satisfied with the decision they can ask for their complaint to be considered at stage 2 by the head of service.

Stage 2

Your stage two complaint needs to be in writing, stating which aspects of the previous reply you are not happy with and what more you think we should do.

This must be received no later than one calendar month from the date of the stage one reply.

You should receive an acknowledgement within two working days and a reply within 10 working days.

Stage 3

If you are still unhappy with your stage two reply, you can ask the chief executive to review your complaint. You need to explain in writing which aspects of the previous response you are not happy with and what more you think we should do.

Your stage three complaint must be received no later than one calendar month from the date of the stage two reply.

You should receive an acknowledgement within two working days and the aim is to reply within 20 working days.

If we cannot respond fully within that time, we will contact you, explain why and let you know when you will receive a full response.

Your stage three request should be sent to ragena.khan@sloughchildrenfirst.co.uk or to:

SCF Complaints Team
Slough Children First
Observatory House
25 Windsor Road
Slough
Berkshire
SL1 2EL



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.local.gov.uk)

Text 'call back': 0762 480 3014

Fax: 024 7682 0001.

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