

# Hartlepool **SEND IASS**



SPECIAL EDUCATIONAL NEEDS AND DISABILITY INFORMATION, ADVICE AND  
SUPPORT SERVICE

## COMPLAINTS POLICY

### Complaints and Compliments Procedure

One of the ways we continue to improve our service in addition to our service feedback form is by listening to and responding to the views of our users. If anyone is particularly happy or unhappy with any part of the service we provide, we would like you to tell us about it. It does not address complaints made by staff or job applications.

#### How to make a complaint

You can make a complaint about any aspect of the service, although you cannot use this service to say you were unhappy with the information you were provided with if it is factually correct.

You can write to the **Complaints Officer** (who handles compliments, too) at:

Children and Joint Commissioned Services

Hartlepool Borough Council

Victoria Road

Hartlepool

TS24 8AY

Send an email to: [CAS.COMPLAINTS@hartlepool.gov.uk](mailto:CAS.COMPLAINTS@hartlepool.gov.uk)

Call us on: 01429 284020

You can also access an on-line form at: [www.hartlepool.gov.uk](http://www.hartlepool.gov.uk)

We can only address complaints in relation to the service itself. If you are unhappy about the way in which either a school or a local education authority have acted before, during or after a mediation session, then any complaints should be directed to the Secretary of State of Education or the Local Government Ombudsman at the following address:

### **Department for Education and Skills**

Sanctuary Buildings

Great Smith Street,

London

SW1P 3BT

### **Local Government Ombudsman**

21 Queen Anne's Gate

London

SW1H 9BU

### **Privacy Notice**

We will only store and use the information you supply to us for the purpose of providing you with a service based on your consent. The information you provide will be handled in accordance with the General Data Protection Regulation and the Data Protection Act 2018.

For information on how the council processes your information please see our privacy notice at [www.hartlepool.gov.uk/privacy-notices](http://www.hartlepool.gov.uk/privacy-notices). It is important that you read our privacy notice so that you are aware of how and why we process your personal information.

If you have any questions on how we process your data please contact the Data Protection Officer, Hartlepool Borough Council, Civic Centre, Hartlepool, TS24 8AY. Tel: 01429 523087 or by email: [dataprotection@hartlepool.gov.uk](mailto:dataprotection@hartlepool.gov.uk)

**Hartlepool SEND Information, Advice and Support Service**

**Centre for Excellence in Teaching and Learning**

**Brierton Lane**

**Hartlepool**

**TS25 4AF**

**Tel: 01429 284876/07776491662**

**Email: [HARTLEPOOLIASS@hartlepool.gov.uk](mailto:HARTLEPOOLIASS@hartlepool.gov.uk)**

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