

Bolton Information and Advisory Service,  
SEND

c/o COG, Lowndes Street, Bolton, BL1 4QB

**Complaints procedure– September 2018**



Bolton IAS are committed to ensuring that the support we provide services users is fair, professional and in keeping with our national standards.

Where service users feel we fall short of this conduct, we welcome this to be brought to our attention, so that we can endeavour to put things right.

In the first instance, all issues should be raised directly with your case worker, verbally, or in writing. It may be your complaint can be addressed at this level without the need for formal action.

In the event this is not successful, or, the complaint is such that it must be raised at managerial level, it should be made to the Head of Service, Nicola McGuinness. Nicola can be contacted on 01204 848722. If a complaint is made in this way, it will be recorded as a complaint formally, and you will be offered an opportunity to come and meet with Nicola to discuss your complaint fully. You will be asked what you perceive to be a positive outcome of your complaint (what we can do to make things right), and will be informed of the outcome of your complaint and any action needed to be taken within 14 days.

If your complaint is about management at Bolton IAS, you can contact our Trustees. Our Chair of Trustees is contactable via our business manager, Annette Dodd, who can be called on 01204 491085. The procedure followed will be the same as making a complaint to the Head of Service, as above, but with the Chair of Trustees acting instead of management.

If you wish to make a complaint about how the Trustees have managed your complaint, you can complain to our commissioners at Bolton Council. We are not able to respond to complaints that have not followed the formal complaints procedure as outlined here.

Should you wish to send us a complaint/ comment anonymously, please use the feedback mechanisms on our website/ emails. We publish an annual report detailing our service feedback, including complaint figures. This can be found on our website.

For general questions about complaints and compliments, please contact us as [www.iasbolton.com](http://www.iasbolton.com)