

What should I do if I am not happy with one of your services?

The people who provide the service are best placed to deal with any complaint in the first place. We can usually help put things right if you tell us. You can contact us and make a complaint by:

- visiting us in person
- writing to us
- calling us on the phone
- completing a feedback leaflet
- e-mailing us, or
- completing a feedback form on our website

If the person dealing with you cannot resolve the problem, they will refer your complaint on to their service manager. If it is not possible to sort your problem out immediately, they will let you know how long it should take. We aim to respond to your complaint and provide you with a full response within 10 working days. If your complaint is complicated we may need longer to investigate it. If we do, we will explain why and when you can expect a response.

What should I do if I am not happy with the service manager's response?

If you are not satisfied with the response given to you by the manager, you can **then** complain to the **Complaints Officer** who will acknowledge your complaint within 2 working days of receipt. The way in which your complaint has been handled will be investigated. You should expect to receive a response within 10 working days. If it is going to take longer than this we will again explain why and when you can expect a full reply.

Please forward your complaint to:

Complaints Officer
FREEPOST 2839
Education Bradford
Future House
Bolling Road
Bradford BD4 7EB

T: 01274 385901 E: feedback@educationbradford.com

What should I do if I am still not happy?

If you still remain dissatisfied, then the complaint will be investigated by the Education Director – Education Client Team or an officer from the Department of Scrutiny and Performance Management, Bradford Metropolitan District Council. This investigation may also include a review of how the complaint has been handled at earlier stages.

Please forward your complaint to:

Phil Green
Education Director
Education Client Team
Bradford Metropolitan District Council
Future House
Bolling Road
Bradford BD4 7EB
Tel: 01274 385525 Fax: 01274 385589
Email: phil.green@bradford.gov.uk

Who else can help?

If you are not satisfied with the way we have handled your complaint, you can complain to the Local Government Ombudsman. This is an independent national service that investigates complaints about local councils and associated organisations. You can make a complaint to the Ombudsman at any time, but they will normally only investigate if you have already been through the Education Bradford Compliments & Complaints procedure.

Please forward your complaint to the Local Government Ombudsman:

Mrs P A Thomas
The Commission for Local Administration
Beverley House
17 Shipton Road
York YO30 5FZ
Tel: 01904 380200 Fax: 01904 380269
Email: enquiries.york@lgo.org.uk

Are all complaints dealt with in this way?

No. There are separate legal procedures covering, for example:

- appeals about a refusal to provide your child with a school place of your preference;
- objections against exclusion of your child from school;
- objections to a decision to close a school;
- staff grievance and disciplinary issues.

The details for our Complaints Officer are:

Complaints Officer
FREEPOST 2839
Education Bradford
Future House
Bolling Road
Bradford BD4 7EB

Telephone: 01274 385901

Email: feedback@educationbradford.com

Web: www.educationbradford.com

This leaflet is also available in large print.

If somebody you know requires a different format, please contact Education Bradford

