



Education Bradford

# Customer Feedback

A guide on how to Compliment,  
Comment or Complain about Services  
provided by Education Bradford

We have the strongest possible commitment to consistently provide quality service to our customers and measure our service performance.

Unfortunately sometimes things go wrong and if this happens we want to hear from you so that we can try to sort it out and learn from our mistakes.

Equally we'd like to hear when things go well so that we can tell the people who deliver that service, or, if you have a suggestion to make, it may help us to improve our service in the future.

Contact us in any way that's best for you.

**Telephone:** 01274 385565

**Email:** [feedback@educationbradford.com](mailto:feedback@educationbradford.com) or complete a feedback form on our website.

**By letter:** FREEPOST 2839, Quality Manager, Education Bradford, Future House, Bolling Road, Bradford BD4 7EB.

**Complete this leaflet or call into Future House during office hours 08:00 - 17:00.**

Your name:

Your address:

How do you wish to be contacted?

Day tel:

Evening / Mobile:

Email:

What is your comment, complaint or compliment?

If you have a complaint, what do you think we should do to put things right?

Your signature:

Date:

Please return the completed form to :  
Education Bradford, The Quality Manager, FREEPOST 2839, Future House,  
Bolling Road, Bradford BD4 7EB

FOR OFFICE USE ONLY

Ack Date:

Ref Number:

## What should I do if I am unhappy with a service I have received from Education Bradford?

- In the first instance, the people who provide the service are best placed to deal with any complaint.
- The manager of the service/team will try to put things right if you tell her/him.
- Your complaint will be acknowledged within two working days and we will aim to provide you with a full response within ten working days. If your complaint is about an issue that is complex, the manager may need longer to investigate it. If that is the case, you will be informed of progress and when to expect the full response.

## What if I'm still unhappy after I've received the response to my complaint?

- If you remain dissatisfied you should contact the **Quality Manager (01274 385565)**.
- Again, the next stage of your complaint will be acknowledged within two working days and we will aim to provide a full response within ten working days. If it is going to take longer, the reason for this will be explained to you.

## What if I'm still dissatisfied?

- The third stage of our procedure is for your complaint to be passed to the Education Client Team Head of Service. The Quality Manager will do this for you if you confirm that you remain dissatisfied with all the responses so far.

## Is there a next stage if I continue to be dissatisfied?

- The final stage of the procedure is for you to take the complaint to the Local Government Ombudsman. This is an independent national service which investigates complaints about local councils and associated organisations. You can make a complaint to the Ombudsman at any time but it will only be investigated if you have already been through the procedure above.

The address of the Local Government Ombudsman is:

**Local Government Ombudsman**

**PO Box 4771**

**Coventry CV4 0EH**

**Telephone: 0845 602 1983 or 024 7682 1960**

**(Monday to Friday, 8.30am to 5pm)**

**email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)**

**Text: 0762 480 4323**

## 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 Quality Manager are:

**Quality Manager**

**FREEPOST 2839**

**Education Bradford**

**Future House**

**Bolling Road**

**Bradford BD4 7EB**

**Telephone: 01274 385565**

**email: [feedback@educationbradford.com](mailto:feedback@educationbradford.com)**

**Web: [www.educationbradford.com](http://www.educationbradford.com)**

*This leaflet is also available in large print. If somebody you know requires a different format, please contact Education Bradford.*