

Complaints Policy

This leaflet was produced by the **Northumberland Information, Advice and Support Service**. The service provides information, advice and support about special educational needs (SEN), disability, health and social care for children, young people and parents.

The service can be contacted by phone: **01670 623555** or **01670 620350** or email: **iass@northumberland.gov.uk**

If a Service user has a complaint against a member of the Information, Advice and Support Service staff, other than the Information, Advice and Support Service Manager, it should be raised initially with the member of staff concerned to try to resolve the difficulty informally.

If this fails to resolve the issue, the Service user should put his or her concerns in writing to the Information, Advice and Support Service Manager by email: **alison.bravey@northumberland.gov.uk** or letter:

Northumberland IASS,
Morpeth Adult Learning Centre,
Cottingwood Lane,
Morpeth
NE61 1DN

The Information, Advice and Support Service Manager will discuss the issue with both parties and respond in writing to the complainant within 14 working days.

If the complaint is about the Information, Advice and Support Service Manager, it should be raised initially with them in an attempt to resolve the difficulty informally.

If this fails to resolve the issue, the complainant should put his or her concerns in writing to the Information, Advice and Support Service Manager's line-manager, the Careers Employability and Programmes Manager,
Learning and Skills Service,
Education and Skills Northumberland County Council,
County Hall,
Morpeth
NE61 2EF

Please email us at iass@northumberland.gov.uk if you require this document in another format