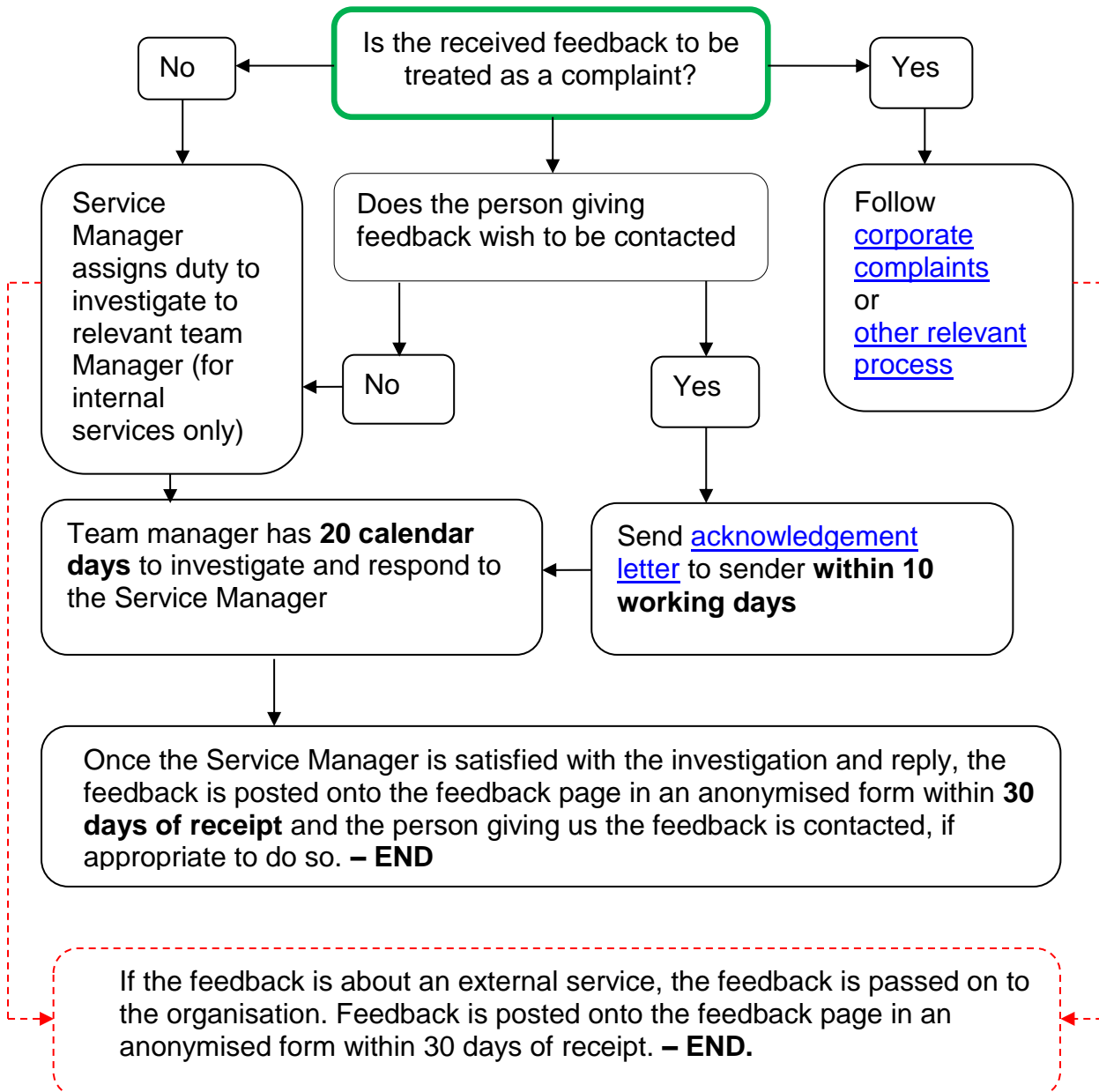


If the feedback received is negative and deemed serious by the service manager and / or the complaints manager the following process is to be followed:



Other procedures that may be relevant to negative feedback are:

- [Safeguarding children](#)
- [Safeguarding adults](#)
- Health & Safety regulations
- COSHH
- Breach of criminal law

Making a Complaint/Compliment

For any Compliments please contact the service provider.

In the first instance try to resolve any issues/give compliments directly with your service provider.

If this is proving difficult then use the appropriate complaints procedure process:

- For the Isle of Wight Council - Social Care Services - Children Complaints [click here.](#)
- For Isle of Wight Council - Social Care Services – Adult Complaints [click here.](#)
- For the Isle of Wight Council - General Complaints (Corporate) [click here.](#)
- For the Isle of Wight NHS trust, please [click here.](#)
- For the Isle of Wight Clinical Commissioning Group, please [click here.](#)

You may wish to let the complainant know that if they need help in making a complaint about health or social care on the Isle of Wight then they can contact Healthwatch Isle of Wight. Healthwatch is **an independent consumer champion** created to gather and represent the views of the public on health and social care. For more information about this service please [click here.](#)



Directorate for Children's Services
Director **John Coughlan CBE**

DATE

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Dear Sir / Madam,

Thank you for providing us with feedback; we will use this information to improve our service.

The nature of your feedback will need to be investigated by senior management prior to being posted on our feedback page. This process will take a maximum of 30 calendar days.

As you may be aware, we anonymise all information in order to protect the identities of people who do send in feedback. We will also publish the action (or actions) we've taken to rectify any issue raised.

Please check our feedback page for the resolution to the issue you raised. If you would like more information, please let us know.

Yours faithfully,

Andrew Briggs
Commissioning and Finance Manager, SEND reforms post 16

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