



**Information
Advice and
Support
Kent**

**A service for Special Educational Needs and Disabilities
Helping you to make informed choices**

Shepway Centre, Oxford Road,
Maidstone, Kent, ME15 8AW

Office: 03000 412 412
Helpline: 03000 41 3000
Email: iask@kent.gov.uk
Website: www.iask.org.uk

Comments, Compliments and Complaints,

Information, Advice and Support Kent (IASK) is committed to providing a high-quality service to its service users and welcomes suggestions as to how our Service could be improved.

Complaints can be made in person, by telephone, in writing in any language or by email and should be addressed to the Service Coordinator at:

Shepway Centre
Oxford Road
Maidstone
ME15 8AW

03000 412 412

iask@kent.gov.uk

The IASK complaints procedure is in line with Kent County Council's own policies.

Complaints Procedure:

1. We will listen to your concerns and investigate them within the timescales. We will get back to you with our findings.
2. We will acknowledge your complaint within 3 working days and provide a full reply within 20 working days.
3. If you are not satisfied with the outcome of stage 1, you may have your complaint investigated by the Corporate Director of Children, Young People and Education who can be contacted at:

Children, Young People and Education
Sessions House
County Hall
Maidstone
ME14 1XQ
03000 41 41 41

county.hall@kent.gov.uk

Or via the KCC website at www.kent.gov.uk/about-the-council/complaints-and-compliments

4. If you are not satisfied with the outcomes of this process, you have the right to take your complaint to the Local Government Ombudsman. The Local Government Ombudsman is an independent and impartial person, appointed by Central Government to investigate complaints of maladministration by LAs. You can contact them for advice on **0300 061 0614**, look at their website at www.lgo.org.uk, or write to them at:

The Local Government Ombudsman
PO Box 4771
Coventry
CV4 0EH

Complaints About Freedom of Information Requests:

If your complaint is about our response to a request for information under the **Freedom of Information Act** or related legislation, you ask for it to be investigated by sending full details of your complaint to:

Corporate Director of Education and Young People Services
Sessions House
Maidstone
ME14 1XQ

If you are unhappy with KCC's response to a complaint about a request under the **Freedom of Information Act** or related legislation, then you may contact the Information Commissioner. Advice on their role can be found by contacting

0303 123 1113, visiting the Information Commission Website at www.ico.org.uk

or by e-mailing them at mail@ico.gsi.gov.uk.

All complaints, comments and compliments to the Service will be monitored and information will be used to inform future policy and practice.

Date last reviewed: November 2019
Next review: November 2020