



Sheffield Information Directory for Children, Young People and Family Services

COMPLAINTS PROCEDURE

Sheffield Information Link values feedback on any aspect of the website and the quality of information which is provided. Enquirers and other users are encouraged to contact SIL to offer comments on the website. The website offers people the opportunity to give appropriate feedback.

However, there may be occasions when things go wrong and you feel upset, angry or concerned. If this should happen, then SIL would like to have the opportunity to discuss and try to resolve any issues or problems. SIL has adopted the following procedure to deal with concerns.

INFORMAL STAGE (Pre-Complaint)

SIL believes that difficulties are best resolved as quickly as possible and at the lowest level suitable. SIL welcomes criticism, which will lead to improvements in service and wishes to deal with them swiftly.

Please contact the Chief Executive of Sheffield Information Link on **0114 249 4940** to discuss such concerns.

FORMAL COMPLAINT

SIL believes that users have the right to make an official complaint and have it investigated. In the event that you wish to make a formal complaint, the following procedure has been devised to ensure the matter is dealt with fairly and efficiently.

- a) To complain fill out the attached form, giving as much information as possible. Return the form to The Chief Executive, Ask Sid Complaints, Sheffield Information Link, 11 Leopold Street, Sheffield S1 2GY.
- b) You will receive an acknowledgement of your complaint within five working days of our receiving it, with a copy of the original complaint. The acknowledgement will set the date on which your complaint was received by SIL.

- c) The complaint will be investigated by the Sheffield Information Link Chief Executive, or if the complaint is about the Chief Executive, by a member of the Management Committee appointed by the Chair to investigate, within 21 days of SIL receiving the initial complaint.
- d) A formal response outlining a recommended course of action will be sent to you within 28 days of our receiving the initial complaint. The response will also set out the date by which you must write to the Chair, should you wish to appeal.
- e) Your complaint and the response will be reported to Sheffield Information Link Management Committee when they next meet.

APPEAL

If you are dissatisfied with the response supplied,

1. You should write within 44 days of the date on which SIL received your initial complaint, to the Chair of the Management Committee, Sheffield Information Link, 11 Leopold Street, Sheffield, S1 2GY.
2. Your letter should state in what way the response received, failed to satisfy you and what action you wish Sheffield Informaiton Link to take.
3. You will receive an acknowledgement of your appeal within five working days of our receiving it. The acknowledgement will set the date on which your appeal was received by Sheffield Informaiton Link.
4. The Chair will convene a special Complaints Sub Committee made up of three members of the Management Committee (not including the Chair, nor where applicable, the Management Committee member who originally investigated your complaint) who will meet within 10 days of the date SIL received your appeal letter. The Complaints Sub Committee will report to the Chair, who will respond to your appeal within five working days of the Complaints Sub Committee Meeting.
5. The Chair's decision is final.

We try to ensure that the information is up to date although this cannot be guaranteed particularly when the information is supplied via a third party agency by direct feed manager into the Ask Sid Directory..

SIL cannot deal with complaints about childcare providers or other services, for which we are not responsible, but we will always seek to refer callers to the appropriate agency to register their complaint.



Date received by SIL

**Sheffield Information Link
COMPLAINTS PROCEDURE**

COMPLAINT FORM

Your name: _____

Address: _____

Postcode: _____

Telephone Nos: Home: _____ Work: _____

Mobile: _____

Email Address: _____

What is your preferred method of contact? :

Telephone please specify home/work/mobile Email Letter

What is your complaint about?: *(continue on a separate sheet if necessary)*

If your complaint is about an event or incident, when did it take place?

Which SIL staff or volunteers were involved (if you know this)?

What do you want SIL to do as a result of your complaint?
