



Supporting children and young people with special educational needs and disabilities

COMPLAINTS POLICY

We welcome feedback, comments, suggestions and complaints so that we can maintain and improve high standards.

How to make a complaint

You can email us with full details of your complaint at complaints@sossen.org.uk Alternatively please write to:

The Co-ordinator
SOS!SEN
11A Creek Road
East Molesey
Surrey
KT8 9BE

Please include your name, address, email address and contact telephone number. We are not able to respond to anonymous complaints.

What we will do on receiving your complaint

We will record your complaint and will acknowledge it within five working days of receipt; if further information is needed from you, we will let you know. The complaint will be investigated thoroughly and we will aim to respond fully in writing within twenty working days: if for any reason this is not possible, we will let you know. Confidential information in relation to your complaint will be handled sensitively.

What if our response does not satisfy you?

If our response does not satisfy you, you can take it further with the Charity Commission. Details are on their website, <https://www.gov.uk/government/organisations/charity-commission>