

RAISING A CONCERN ABOUT THE LOCAL AUTHORITY

If you are unhappy with how the Local Authority (LA) has handled your case (not the decision itself), there are several ways to raise your concerns:



WHAT TO INCLUDE IN YOUR COMPLAINT

- Your contact details (phone, email, and address).
- If making a complaint on behalf of someone else, include their name.
- Details of your complaint, explaining the issue clearly.
- What you'd like to happen as a result of your complaint (e.g., an apology or a specific action).
- If applicable, the name of any staff member involved.

HOW TO MAKE A COMPLAINT

- Online: Complete the feedback form at [Shropshire Council Feedback Form](#).
- Email: Send your complaint to customer.feedback@shropshire.gov.uk.
- Post: Address your letter to:

Feedback and Insight Team
Shropshire Council
Shirehall, Abbey Foregate
Shrewsbury, Shropshire SY2 6ND

- Phone:
 - Call the Customer Service Centre on **0345 678 9000**.
- Speak directly to the statutory complaints officer at **01743 256188**





TOP TIPS FOR WRITING YOUR COMPLAINT

- Stick to the **facts**: Be concise and focus on the issue at hand.
- Avoid raising issues that have already been resolved.
- **Include key details**, such as dates, times, and any evidence that supports your complaint.
- **Remain calm and objective**: Avoid making personal comments.
- Clearly state what outcome you want (e.g., an apology, further action).
- **Date your complaint** and ask for a written response.
- **Keep a copy** of your complaint for your records.

NEXT STEPS

If you're not satisfied with the outcome of your complaint to the Local Authority, you can escalate it to the **Local Government Ombudsman**. This free service reviews complaints about councils and some other authorities, including education admissions appeal panels.

- **Local Government Ombudsman**
 - **Phone: 0300 061 0614**
 - **Website: www.lgo.org.uk**

NEED FURTHER ADVICE OR SUPPORT?

If you need help with making a complaint or understanding your rights, contact Shropshire SENDIASS:

- Phone: 01743 280019 (10am–4pm, Monday to Friday)
- Email: iass@cabshropshire.org.uk
- Website: [Shropshire IASS Website](#)
- Facebook: [IASS Shropshire Facebook Page](#)

