### ****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:

### ****How to Make a Complaint****

* **Online**: Complete the feedback form at [Shropshire Council Feedback Form](http://shropshire.gov.uk/forms/customer-feedback/).
* **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**.

### ****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.

### ****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](https://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](https://www.cabshropshire.org.uk)
* **Facebook**: [IASS Shropshire Facebook Page](https://www.facebook.com/IASSShropshire)