

RECOGNISED PROVIDER LIST

COMPLAINTS PROCEDURE

As a customer of the Recognised Provider List, Sheffield City Council wants you to experience a good quality service from the provider that you have selected. If you do have a complaint regarding the service you have received you can follow the process below.

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| **Raise your concern/complaint with the provider that the issue is with and follow their complaints procedure** |

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| If you don’t feel that your complaint has been dealt with satisfactorily by the provider, send a copy of your complaint to:  **The Quality & Performance Team**  **Level 9 West Wing**  **Moorfoot Building**  **Sheffield S1 4PL**  You can also email [rplfeedback@sheffield.gov.uk](mailto:rplfeedback@sheffield.gov.uk) We will acknowledge your complaint within 5 working days. |

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| Your complaint will be investigated by the Quality & Performance Team who will contact the provider. A copy of this can be sent to you if requested. |

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| If you don’t feel that your complaint has been dealt with satisfactorily by the Quality & Performance Team you can contact the Sheffield City Council Complaints Team. You can find their details at [Complain about a council service](http://www.sheffield.gov.uk/content/sheffield/home/your-city-council/make-complaint-council-service.html) or phone 0114 273 4567. |

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| At the end of the Council’s complaint process if you are still dissatisfied you have a right to contact the Local Government Ombudsman (0300 0610614; [www.lgo.org.uk/contactus/](http://www.lgo.org.uk/contactus/) ) |

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| For further support regarding issues with your provider, you may wish to contact:  Advice Sheffield (Citizens Advice Bureau) through [www.advicesheffield.org.uk](http://www.advicesheffield.org.uk) or phone 0344 411 3111;  Care Quality Commission (CQC) through [www.cqc.org.uk](http://www.cqc.org.uk)  or phone 03000 61 61 61;  or you can seek legal advice. |

Sheffield City Council disclaimer: The inclusion of any organisation on the Recognised Provider List is not intended to be and shall not constitute a recommendation by Sheffield City Council. No representation, express or implied, is or will be made and no liability or responsibility is or will be accepted by Sheffield City Council in respect of any organisation included on the Recognised Provider List and in respect of, or in any way arising out of the provision of, or failure to provide services by any organisation. It is important that service users satisfy themselves that any organisation on the Recognised Provider List is suitable for their own requirements.