**Compliments, Disputes and Complaints Procedures**

**STEPPING STONES OUTREACH SUPPORT TEAM**

APRIL 2019 – APRIL 2020

**COMPLIMENTS AND COMPLAINTS**

We appreciate your feedback and we use this to inform our practice and improve our service. We provide a feedback form at the end of the programme of work.

Any compliment or complaint regarding services provided should be made in first instance to the Outreach Support Manager who will make every effort to resolve any issues arising.

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| **Outreach Support manager**  | **Diane Sheron**  |
| **Email** | **Diane.sheron@steppingstones.lancs.sch.uk** |
| **Telephone** | **01524 67164** |

**Complaints that cannot be resolved, should be notified in writing to**

**Alison Dodd**

**Head Teacher**

**Stepping Stones (Short Stay) School**

**Bowerham Road**

**Lancaster**

**LA1 4HT**

**Or via email** **head@steppingstones.lancs.sch.uk**

**Again, every effort will be made to resolve the complaints. Dependent on the nature of the complaint the school commissioned service will follow LCC policies, procedures and guidelines on managing disputes and grievances.**