



# The Rotherham Parent Partnership Service

## COMPLAINTS

<b>Resource Box List</b>	<b>Contacts - Local</b>	<b>Contacts - National</b>	<b>Contacts - General</b>
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*Each of our resource boxes contain information sheets, flyers etc. Copies of information sheets and flyers can be sent to you, please email or ring the service to say which ones you would like.*

*You would be very welcome to come into Norfolk House to go through any of the resource boxes. Please ring us on (01709) 823627 to make an appointment.*

**Complaints Procedure** - Rotherham Parent Partnership Service leaflet

**Complaint about the Council** - how to complain to the Local Government Ombudsman booklet and Website printout

**Customer Complaints Procedure** - Rotherham Metropolitan Borough Council

**Making a complaint** - ACE leaflet

**Taking Matters Further** - ACE leaflet

**Taking Matters Further** - ACE article

**Complaints about Schools from Parents/Carers** - Rotherham Parent Partnership Service

**School Complaints** - Procedure for handling school complaints



# The Rotherham Parent Partnership Service

Rotherham  
Metropolitan  
Borough Council  
Where Everyone Matters

## C O M P L A I N T S

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**Department for Children Schools and Families - DCSF**  
Sanctuary Buildings  
Great Smith Street  
London  
SW1P 3BT

Tel 0870 000 2288

**Local Government Ombudsman**  
Beverley House  
17 Shipton Rd  
York  
YO30 5FZ

Tel 01904 663200

Rotherham Parent Partnership Service  
Norfolk House, Walker Place  
Rotherham S65 1AS

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[www.rotherhamparentpartnership.com](http://www.rotherhamparentpartnership.com)