

Bracknell Forest Information, Advice & Support Service (IASS) Complaints Policy



For full details, please read the complaints information page accessed on Bracknell Forest Council's website page here: [General complaints | Bracknell Forest Council](#)

IASS aim is to resolve any issues or concerns at the earliest opportunity. Please do let us know on the phone or via email if there is ever a problem. Should you wish to raise a complaint, our procedure has two stages.

Stage 1

Bracknell Forest Council will firstly acknowledge your complaint, then your complaint will be investigated, and you will receive a reply as per the procedures and timeframes in the link above.

Stage 2

If you are not happy with the response to your complaint, you can escalate it to stage 2 as per the procedures in the link above. Bracknell Forest Council will again acknowledge your escalated complaint, and it will be reviewed at a more senior level and you will receive a reply.

Beyond Stage 2

If your complaint cannot be resolved by Bracknell Forest Council, you can contact the Local Government and Social Care ombudsman: [LGSCO website](#)