

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



For full details, please read the complaints procedure booklet on Bracknell Forest Council's website page. The aim is to resolve complaints at the earliest opportunity. Our complaints procedure has three stages.

## Stage 1

We will do our best to resolve your complaint with a member of staff or manager of that service.

## Stage 2

If you are not happy with the resolution, you can send your complaint to the Director of the Service.

## Stage 3

If you remain unsatisfied, you may write to the Chief Executive of the Council.

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