



TRAFFORD PARENT AND YOUNG PEOPLE'S PARTNERSHIP SERVICE

Trafford Parent and Young Peoples' Partnership Service (PYPPS) - Independent Support Service for SEND

Complaint Policy

If you have a complaint about the service we provide to you then in the first instance contact Geraldine English the manager of the service on 0161 912 3150 or email her at geraldine.english@trafford.gov.uk

Geraldine will log the complaint, discuss it with the person involved and contact you within 5 working days with the outcome of her investigation. If you are still unhappy then you will be referred to Trafford's corporate policy on complaints.

If your complaint is about the manager then please contact Joanne Gibson
joanne.gibson@trafford.gov.uk

The above has been read and signed by –

G. English

Manager
PYPPS

This policy will be reviewed September 2019

