Local Offer Feedback Process

Feedback received in ias.service@wolverhampton.gov.uk inbox from user

- Comment vetted by WIAS and logged

- Acknowledge receipt of comment and explain response process Within 2 working days

- Comment relates to a gap in provision or is a query relating to provision
  - Acknowledgement copied to SEND Team, relevant commissioning officer and Voice4Parents or Changing Our Lives with anonymised comment attached
  - Send email to service lead and relevant commissioning officer asking if complaint route needs to be followed

- Comment relates to Local offer website
  - Local Offer Site Feedback received by SEND Team Within 5 working days of acknowledgement
  - Response not agreed
  - Response emailed to WIAS and Voice4Parents/Changing Our Lives to agree response is fit for purpose Within 5 working days
  - Response Agreed
  - Agreed response published on Local Offer Within 5 working days of acknowledgement

- Comments summarized by Local Offer Group for publication on local offer as “you said, we did” in annual review

- Response from responsible officer received by SEND Team within agreed timescales and copied to relevant commissioning officer
  - Response requires amendment
    - Amendments agreed in response made to Local Offer site Within 40 working days
  - Response emailed to WIAS and Voice4Parents/Changing Our Lives to agree response is fit for purpose Within 5 working days
  - Response Agreed
  - Agreed response published on Local Offer within 3 working days

- Response emailed to user informing them timescales have not been met and the matter will be escalated

- Send email to service lead and relevant commissioning officer asking if complaint route needs to be followed

- Email sent to user advising them to use the relevant corporate complaints process

- Deemed a corporate complaint

On an annual basis, in September/October, a report on the Local Offer Feedback will be presented to SEND and Commissioning Partnership Board. This report will be produced by the Local Offer Group in line with the SEND Code of Practice requirements which requires feedback to inform commissioning decisions about local provision. The report will include a “you said, we did” approach and will be published on the Local Offer.