



**Information  
Advice and  
Support  
Kent**

**A service for Special Educational Needs and Disabilities  
Helping you to make informed choices**

Oakwood House, Oakwood Park  
Maidstone, Kent ME16 8AE

Office: 03000 412 412  
Helpline: 03000 41 3000  
Email: [iask@kent.gov.uk](mailto:iask@kent.gov.uk)  
Website: [www.iask.org.uk](http://www.iask.org.uk)

## Comments, Compliments and Complaints

Information, Advice and Support Kent (IASK) welcomes feedback from parents, children, young people and other service users. We are committed to providing a high-quality service and welcome suggestions about how the Service could be improved.

All complaints, comments and compliments to the Service will be monitored and information will be used to inform future policy and practice. If you have a complaint we will try to resolve any issues in the first instance, you can email or speak to the Service Coordinator.

If you wish to make a formal complaint this can be made in person, by telephone, in writing in any language or by email and should be addressed to the **Service Coordinator** at:

Oakwood House  
Oakwood Park  
Maidstone  
Kent ME16 8AE

**Telephone:** 03000 412 412

**Email:** [iask@kent.gov.uk](mailto:iask@kent.gov.uk)

IASK works at arms-length to Kent County Council, which means our complaints procedure is in line with their policies.

### Formal Complaints Procedure:

1. We will listen to your concerns and investigate them within the timescales. We will get back to you with our findings.
2. **Stage 1:** We will acknowledge your complaint within 3 working days and provide a full reply within 20 working days.
3. **Stage 2:** If you are not satisfied with the outcome of stage 1, you may have your complaint investigated by the Corporate Director of Children, Young People and Education. Contact details will be provided in the stage 1 response.
4. **Stage 3:** If you are not satisfied with the outcomes of this process, you have the right to take your complaint to the Local Government Ombudsman. The Local Government Ombudsman is an independent and impartial person, appointed by Central Government to investigate complaints of maladministration by local authorities. You can visit their website [www.lgo.org.uk](http://www.lgo.org.uk), or call their advice line: **0300 061 0614**.

**Date last reviewed: November 2025  
Next review: November 2026**