

Complaints Procedure

We hope that you never need to complain about the service; however, if you are unhappy with the information, advice or support that we provide then you can complain in person, by telephone, letter or email. Your complaint should be addressed to SENDIAS Manager at:

Doncaster Council
Civic Building
Waterdale
Doncaster
DN13BU

Or

Email: sendias@doncaster.gov.uk

Telephone: 01302 736920

You can expect a full response to your complaint within 10 working days. However, there may be a very rare occasions when we need longer to investigate your complaint. If we do need more time we will contact you to let you know when you can expect a response.

Alternatively, and if the complaint is about the service manager you can submit a complaint directly to the Council using the online complaints form, which can be found on [the main council website](#).

Reviewed August 2024