# Complain to AtW

Before writing your letter you may find it helpful to look at [*General suggestions about how to ask for a reconsideration or complain*](http://www.deafatw.com/how-to-complain.html)in English and BSL, on the DeafATW How to Complain page.

If you write a letter, keep it quite short (try no more than two pages typed). If it is too long, the complaints team may miss something. Your evidence may be longer than two pages.

Be very simple and clear – say why you do not agree with the decision and explain why it cannot work for you. Explain what you need to have instead to support you in your work.

Say what effect it has had and is having on you that you cannot have the support you had before (e.g. cannot go to meetings, cannot afford interpreters for the hours that AtW has agreed with you, cannot use appropriately qualified interpreters etc.).

You may also want to explain why the decision by the reconsideration team is wrong, for example, what they have or haven’t considered in making their decision.

Ask them for a copy of their complaints procedure. This should tell you how quickly they need to answer your complaint, and what happens after.

Also ask what the next stage of the complaints process is in case you want to continue your complaint.

### Send a copy of your complaint to your MP

It would be useful to send a copy of your complaint to your MP, and explain what your problem is.

This might help if you need to complain to the PHSO later, as the PHSO rules are that you must have written to your MP within 12 months of the problem having started

If you don’t know who your MP is, then go to this website

<http://findyourmp.parliament.uk>

Type in your postcode, and it will tell you the name and address of your MP.