



Complaints and compliments

Purpose:

Disability Equality (NW) Ltd (DENW) is committed to providing the best possible service for its customers.

Compliments – DENW values feedback regarding its staff & services - whether positive or negative. All compliments will be passed to staff involved and their line manager. A copy of the compliment will be kept on the 'brag' file.

Complaints - In order to be constantly developing and improving our services, it is important that we receive feedback from our customers including comments, suggestions and complaints. The complaints procedure is intended to provide a fair structure for making and dealing with complaints.

Principles:

- People making complaints have the right to be treated equally and not suffer discrimination.
- People making a complaint are entitled to seek external assistance to advocate on their behalf.
- Complaints are to be treated with an open mind and will be investigated without prejudice.
- People making complaints have the right to confidentiality. If requested, names will not be disclosed in investigating complaints (unless it is deemed necessary)
- Anonymous complaints will not be investigated.
- Abusive and offensive comments are not defined as complaints and will not be accepted as complaints unless this procedure has been followed.

Notes:

Once we have received your complaint, we will do our best to respond to it quickly, usually within 2 weeks – but if this time frame cannot be reasonably met, we will endeavour to keep you informed. All complaints will be reviewed thoroughly and are to be treated seriously and dealt with in good time. This policy is **not** to be used for grievances by staff – please refer to the grievance procedure for this. This policy is for external complaints.

Process:

The complaint should be made in writing (post or e-mail) to the relevant service manager. If you do not feel you can approach one of the service team, or your complaint is regarding one of the team, you can make your complaint to the Chief Executive Officer (CEO)

The written submission should provide factual information about the nature of the complaint, inclusive of dates, times, evidences etc. if possible and appropriate. Also, the positive outcome you would wish to be achieved by bringing the complaint would be helpful. This does not create an obligation on DENW to resolve the outcome in this way.

If you are unhappy with the response from the service manager, you can write to the CEO.

If you are unhappy with the response from the CEO, you can write (post or e-mail) to the DENW Chair. The Chair will arrange for your complaint to be discussed by a sub-group of the DENW Management Committee.

At each separate stage, DENW will endeavour to respond within 2 weeks (wherever reasonably possible) including time to consider the circumstances leading up to the complaint.

If a complaint results in disciplinary action being taken against a member of DENW staff, this will follow the disciplinary procedure.

If your complaint is about the CEO, please address your complaint to the Chair. The same process will be followed.

If your complaint regards the Chair, please address your complaint to the Vice Chair. In the absence of an appointed Vice Chair, then address

your complaint to the CEO who will bring it to a trustee sub group to follow up.

If your complaint is about a trustee/director who is not the Chair, then your complaint should be directed to the Chair.

Record keeping:

DENW will keep complaints / compliments file where all records of complaints and compliments will be filed and kept for two years. The CEO will be responsible for ensuring the Complaints / Compliments file is kept up to date.