

COMMENTS, COMPLIMENTS AND COMPLAINTS POLICY

Introduction

The Disability Resource Centre (DRC) is committed to ensuring that its work is of the highest quality. We believe that through effective management and investigation of comments, compliments and complaints we can identify learning to achieve high quality work and continuous improvement as an organisation.

The following principles underpin DRC's approach to handling comments, compliments and complaints.

- We recognise that comments, compliments and complaints are an important part of customer feedback.
- The procedure is fair, easy and as transparent as possible.
- The procedure is accessible to all regardless of age, disability, gender, ethnicity, belief or sexual orientation.
- Making a complaint will not harm or prejudice the service that is given to the complainant.
- Concerns and complaints are dealt with efficiently, appropriately and are investigated within the agreed time frame.
- Complainants are treated with respect and courtesy and receive appropriate support throughout the handling of the complaint.
- Complainants receive a timely and appropriate response, identifying the outcome of any investigation.
- Action is taken where necessary in the light of the outcome of the complaint. This might include an explanation or an apology and if relevant and appropriate, information on any action taken.
- Learning from complaints will be used to improve DRC's work and drive forward a culture of continuous improvement.
- It is very important that every effort is made to ensure anyone making a complaint understands the outcome of their complaint.
- DRC will recognise peoples reasoning for making a complaint.

If you have positive comments about our work or how we have helped you, please email compliments@disability.co.uk so we can track that feedback and act on it where necessary.

Making a Complaint about DRC

If you have a complaint about DRC, then there are three stages that can be used to try to resolve the problem. If a complaint is about the Chief Executive (CEO), then it should be addressed to the Chair of the Board of Trustees (marked private and confidential), which is ultimately responsible as trustees of the organisation.

Stage One (Informal)

To make an initial complaint (Stage 1), please speak to or email the individual(s) concerned or their line manager and we will endeavour to satisfy your complaint and let you know of any remedial action that is to be taken.

If you don't know who to contact or do not wish to contact the individual involved, please email complaints@disability.co.uk

All complaints will be acknowledged by the member of staff to whom you communicated your complaint or by the Complaint Helpdesk within two working days from the date it is received. In order for us to resolve your issue to the best of our ability, please include as much detail as possible regarding your complaint, including any relevant communications or documentation.

We will respond to Stage 1 complaints within 7 working days.

Stage Two (Formally registering a complaint)

If you are not satisfied with the response you receive at Stage 1, or you would prefer your complaint to be formally investigated, you can request your complaint to be escalated to Stage 2, either through your contact at Stage 1, or directly to the Complaint Helpdesk.

Please submit the details of your complaint verbally by telephone or in person, electronically on the DRC website or by emailing the Complaints helpdesk (complainthelpdesk@drc.org.uk) or in writing FAO Complaints Helpdesk, DRC, Unit 18, ACE Business Park, Mackadown Lane, Kitts Green, Birmingham B33 0LD.

Your complaint will be acknowledged with 3 working days.

An Executive Support Officer will be assigned to investigate your complaint and you will receive a full written response within 20 working days from the date of the acknowledgement. However, if your complaint is complicated, we may need longer to investigate it. If we do, we will tell you, explaining the reasons for the delay and advising you of when you can expect an outcome. If you are not satisfied with the response to your complaint, you will be given the opportunity to speak to the Head of Services at DRC and given the option to appeal (Stage 3).

Stage Three (Appeal)

To appeal, please outline the reasons for your dissatisfaction in writing or electronically to the Chief Executive. This will be the final decision of the complaints process and will ensure the Chief Executive has reviewed the investigation, made any further enquiries and then delivers the reason for the final decision. The Chief Executive will write within 30 working days of receiving the appeal.

Stage 4 Review of the Process

If you have exhausted stages one to three of the complaints procedure and are not satisfied that we have followed our process properly and dealt with your complaint fairly, you can request a review of the process. You can do this in writing or electronically to the Chair of the Board of Trustees requesting a review of the complaints handling process. The decision of the process review will be final. The Chair will communicate in writing within 30 working days of receiving the appeal.

Fundraising Regulator

If you are dissatisfied with DRC's response to your fundraising complaint you can contact the Fundraising Regulator (<https://www.fundraisingregulator.org.uk/>) to access their independent complaints procedure.

Financial Ombudsman Service

If you are dissatisfied with DRC's response to your complaint about our debt advice service, you can contact the Financial Ombudsman Service (<https://www.financial-ombudsman.org.uk/>) to access their independent complaints procedure.

Charity Commission

If you are dissatisfied with DRC's complaints process, you can contact the Charity Commission, who will be able to tell you whether they may be able to advise on the matter. The Charity Commission can be contacted at ([http://www.charitycommission.gov.uk/About us/Contacting us/default.aspx](http://www.charitycommission.gov.uk/About_us/Contacting_us/default.aspx))

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