



## Compliments, Comments & Complaints Policy

<b>Date</b>	<b>6<sup>th</sup> April 2017</b>
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## Policy statement

We aim to provide good quality services for all our members and people who phone our helpline. Your comments, compliments and complaints help us to improve the services.

## Compliments

If you have been satisfied with the service received then we are grateful for your feedback, either verbally or in writing. We use this information to improve what we do, but also to show our funders that the services we provide are good.

## Comments

If you have a suggestion or idea about how the services we provide could be improved, please feed this to the office either verbally or in writing. We do evaluate all our services regularly but welcome additional feedback. Again we can use this information to improve what we do.

## Complaints

Should you for any reason need to complain about any issue relating to our services, the procedure is set out below.

It may be possible to resolve the problems as and when they occur. This should be attempted through whoever is in charge of the activity, e.g. Senior Team Leader, Team Leader/s or Development Officers. However, if this is not possible then the formal complaints procedure should be followed:

Formally present your complaint to the Manager of Autism Bedfordshire. This may be in writing or using suitable alternative media. The details need to include the following:

- The date the incident(s) occurred
- The names of the people involved
- The aspect of the incident that you are unhappy about
- The nature of the complaint in general

Autism Bedfordshire will acknowledge receipt of your complaint as soon as possible and then investigate the incident fully within 20 working days. If we have any reason to delay over this investigation, we will keep you informed as to the reasons for the delay. Staff and Volunteers will be given the right to reply to any complaint during this stage of its investigation

The Chair of the Board of Trustees will be informed of the matter.

Autism Bedfordshire will present you with a formal reply to the complaint. This will be written, or in a suitable alternative media. Details of the response will be copied to any Staff and Volunteers who are concerned with the incident, along with any recommendations for action, which have been made as a result of the investigation.

If you are not satisfied with the response you have received and the outcome of the complaint, you can ask to refer the matter directly to the Chair or Vice Chair of the Board of Trustees for further investigation. You may also speak with OFSTED directly if you have any causes for concern that are not being addressed by Autism Bedfordshire.

At this stage the Board will be required to meet to discuss the incident and will be required to reply within a further 20 working days, outlining how the complaint has been dealt with and the outcome.

We will endeavour to maintain full records of the complaint throughout the process.

### Ofsted

OFSTED can be contacted at any time at:

Royal Exchange Buildings,  
St Ann's Square,  
Manchester,  
M2 7LA

Tel: 08456 014772