

---

## **Swindon & North Wiltshire DCS - Complaints Handling Policy & Procedure**

Updated April 2015

### **Statement**

At Swindon & North Wiltshire DCS we aim to provide a friendly and helpful service to all individuals with whom we come into contact. We aim to always treat people with respect. We are affiliated to the National Deaf Children's Society.

### **Feedback**

We welcome feedback, comments, suggestions and complaints. We actively encourage you to contact us with your feedback, whether good or bad. Complaints are important to us as they help us to see where our services, procedures and activities might be improved.

### **Positive feedback**

We will usually circulate positive feedback to our committee, having first removed any identifying names. This feedback acts as a great motivator and it may be used to help us identify good practice within our group. The feedback may also be used in marketing and promotional materials about our service. We will not publish your name unless we receive your permission to do so.

### **When things go wrong**

We recognise that there may be times when our services and activities do not meet your expectations. If this happens it is important that we know about it as soon as possible, so that we can deal with the situation effectively to try to prevent it from happening again and to learn from our mistakes.

### **Our promise and commitment to you**

We promise to take all feedback and complaints seriously and to deal with them in a timely manner.

### **How to complain or give feedback**

The process below explains how you can comment on our service. It sets out how quickly you can expect a response from us and how we will use your feedback. It also states what you can do if you are not happy with the response given.

### **Stage 1:**

Please tell us about your complaint as soon as possible by one of the following methods:

1. **Face-to-face whilst the service is still being provided** e.g. at an event or during a face to face meeting. The most effective way we can resolve a problem is if we are aware of it whilst you are still receiving the service that you are unhappy with. Please tell the committee member or volunteer who is in charge, usually the one organising the event or the meeting. This means we can look into what has happened and try to resolve it there and then. This may not always be possible but we will do our best.
2. **Contact us by telephone**  
If you are not able to tell us face to face then the first step is to contact the group (see contact details below). Ideally the situation can be resolved by telephone as this is often the most effective way for us to find out exactly what has happened and to strive to resolve the situation quickly and efficiently and hopefully to your satisfaction.

### 3. Write to us with your complaint/concern

You can also send us a letter or an email about your complaint (see contact details below). Please include as much information as you can about the complaint, along with your full name, address and postcode and telephone number.

#### Information we need to know to help us deal with your complaint

Please make sure you tell us:

- what has happened
- when it happened
- the background to the issue, if you think it is relevant
- what you have done to try and resolve it
- what you want us to do to put things right

#### Who to contact regarding your complaint / feedback

- Name: Liz Roche – Chairperson or Millie Green - Secretary
- Address: Hergest Ridge, Cues Lane, Bishopstone, Swindon, Wiltshire, SN6 8PP
- Email: [swindon@ndcsgroup.org.uk](mailto:swindon@ndcsgroup.org.uk)
- Telephone number: 07425 604021

#### What we will do next

We will try to resolve the problem straightaway if we can. If we are unable to do so, for example because the information we need is not to hand or we need to carry out further investigation, we will make a record of your complaint/concerns and agree the best way and time to contact you. This will normally be within ten working days unless we make some other arrangement that is acceptable to you.

#### Stage 2:

If, after contacting us, you are still unhappy, please tell us in writing either by letter or email and send this to the contact at the postal or email address above. Please set out clearly the details of the complaint, explaining why you are not satisfied with our response and what you would like us to do to put things right.

Once we have received a formal written complaint, the complaint will be acknowledged in writing or via email within **10 working days** from receipt and the letter will say when you can expect a full response. This should normally be within **10 working days** unless the matter is very complicated in which case it may take us up to a maximum of **21 working days**. Where this is the case, we will still let you know what action is being taken and tell you when we expect to be able to provide you with a full response.

#### Stage 3:

We really hope that our committee are able to resolve your complaint in an honest, open and satisfactory way. However, if after receiving a written response from us you still feel that your complaint has been unresolved then there are a number of organisations that can investigate your complaint.

You can ask the National Deaf Children's Society, to which the charity is affiliated, to investigate **general complaints**:

*NDCS Local Group Team, 15 Dufferin Street London EC1Y 8UR*

*Tel: 020 7490 8656*

*Fax: 020 7251 5020*

*Email: [localgroups@ndcs.org.uk](mailto:localgroups@ndcs.org.uk)*

If your complaint is to do with **fundraising** then the Fundraising Standards Board can investigate your complaint. You must contact them within two months of receiving your response from us:

## SWINDON & NORTH WILTSHIRE DEAF CHILDREN'S SOCIETY

Registered Charity Number: 1026682



---

*Fundraising Standards Board, Hampton House, 20 Albert Embankment, London, SE1 7TJ*

*Tel: 0845 402 5442*

*Email: [complaint@frsb.org.uk](mailto:complaint@frsb.org.uk)*

If your complaint is concerning a **serious risk of harm to the charity**, or its assets or the people it is set up to benefit, contact the relevant charity regulator:

*The Charity Commission, PO Box 1227, Liverpool, L69 3UG*

*Tel: 0845 3000 218*

*[www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)*