

# What You Do When Things Go Wrong

How to tell us what you think



disability  
**positive**

Charity No: 1091744  
Company No: 4050994

# Introduction

Disability Positive is a charity based in Cheshire. We love working with others who think like us.

We provide services, opportunities and a voice to people living with disability and long-term health conditions, and their families. We have services to help people with everyday life, being part of their local community and looking after their own wellbeing. We can offer advice, help with practical tasks and advocate for people in lots of different situations. We listen and share people's experiences to influence positive change in government policy.

We know it matters because we live with disability and long-term health conditions too.

## **Our Vision: We want a world that is Disability Positive.**

This leaflet provides information about how we manage, respond to, and learn from complaints made about our services.

We recognise that occasionally our customers and their representatives may be dissatisfied or concerned about their interactions with us or the services we provide. We want to know when things go wrong, so that we can improve our services. Your feedback will help us to know how to change things for the better.



# What to Expect

## Our Objectives

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To ensure that our complaints procedure is fully accessible so that people know how to contact us to make a complaint.
- To manage any complaint promptly, thoroughly, and impartially.
- Your complaint will be dealt with in strict confidence.
- To make sure our staff know what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To gather information which helps us to improve what we do and how we do it.
- To ensure that the Data Protection Officer is involved in any complaints relating to personal data.
- Customers will be sent a copy of our leaflet 'what you do when things go wrong' which contains our complaints procedure.
- Formal Complaint responses will always be provided in writing (unless the complainant makes a specific request for an alternate form of communication, which will be provided in addition to the written format).
- All formal complaints will be investigated by management.
- Complaints will be used to revise company procedures and to improve communication and business practices where applicable.
- Complainants are advised of their rights and provided with any relevant right to refer/lodge the complaint and the applicable contact details (i.e. the ICO – for data protection related complaints).

## How to make a complaint informally

If you wish to make an informal complaint about one of the services you have received, or about a member of our team you can do any of the following:

- Tell the person who provides you with the service what you think.
- Ask to speak to the Operations Manager.
- Click on the 'how did we do today' link on email we have sent you recently from the department you have received the service from.

We will try to resolve your informal complaint within 5 days by whatever means you contacted us (e.g., face-to-face, telephone, or email). Such complaints and issues will have a quick, but informative response and do not need to enter the formal complaint process.

# Our Complaints Procedure

We hope to resolve your complaint at the first initial point of contact where feasible and possible. Most face-to-face and telephone issues can be resolved in this manner, however, if the service you have received has gone wrong then you can ask for this to be looked into formally.

## How to make a complaint formally

If you wish to make a formal complaint about one of the services you have received, or about a member of our team you can do any of the following:

- Ask to speak to the Department Manager/Operations Manager to tell them the details of what the problem is and what you would like to see happen.
- Email [complaints@disabilitypositive.org](mailto:complaints@disabilitypositive.org) with details of the formal complaint.

## What will happen next

First of all, we will write to you within 5 days to tell you that we have received your complaint and tell you who will be looking into the problem.

There are then four stages to the complaints process. The majority of complaints are resolved at the first stage.

### Stage One – Formal Investigation by Management

The Department Manager/Operations Manager will:

- Acknowledge your complaint within 5 days of receiving your complaint
- Undertake a formal investigation.
- Contact you to discuss your complaint.
- Interview the staff who have been involved in providing the service to you.
- Record your complaint on our Complaints Register.
- Once your complaint has been investigated fully, we will write to you and explain what we have found and what we will be doing.
- We aim to resolve complaints at Stage One within 28 days of acknowledging your complaint. However, if we have to extend the time, we will let you know the reasons for this.
- If you are satisfied with the outcome of the investigation you need to take no further action.
- If you are dissatisfied with the outcome of the investigation you need to let us know that you would like your complaint to be raised to Stage Two, within 14 days of receiving our complaint response.

# Our Complaints Procedure

## **Stage Two – Formal Investigation by Senior Management**

A Senior Manager will:

- Acknowledge your complaint within 5 days of receiving your complaint
- Undertake a formal investigation.
- Contact you to discuss your complaint.
- Interview the staff who have been involved in providing the service to you.
- Record your complaint on our Complaints Register.
- Once your complaint has been investigated fully, we will write to you and explain what we have found and what we will be doing.
- We aim to resolve complaints at Stage Two within 28 days of acknowledging your complaint. However, if we have to extend the time, we will let you know the reasons for this.
- If you are satisfied with the outcome of the investigation you need take no further action.
- If you are dissatisfied with the outcome of the investigation you need to let us know that you would like your complaint to be raised to Stage Three, within 14 days of receiving our complaint response.

## **Stage Three – Formal Investigation by the Chief Executive Officer**

The Chief Executive Officer will:

- Acknowledge your complaint within 5 days of receiving your complaint
- Undertake a formal investigation.
- Contact you to discuss your complaint.
- Interview the staff/management who have been providing you with a service/involved in dealing with your complaint.
- Record your complaint on our Complaints Register.
- Once your complaint has been investigated fully, we will write to you and explain what we have found and what we will be doing.
- We aim to resolve complaints at Stage Three within 20 days of acknowledging your complaint. However, if we have to extend the time, we will let you know the reasons for this.
- If you are satisfied with the outcome of the investigation you need take no further action.
- If you are dissatisfied with the outcome of the investigation you need to let us know that you would like your complaint to be reviewed at Stage Four, within 14 days of receiving our complaint response.



# Our Complaints Procedure

## Stage Four - Review by Board of Trustees

The purpose of this review stage is to review that the complaints investigation has been handled fairly and in line with procedure.

The Board of Trustees will not comment on the substance of the complaint. If the Board of Trustees finds that the stated procedure was followed or that the matter has been handled fairly then we will write to you to inform you.

If the Board of Trustees finds that the stated procedure was not followed or that the matter has not been handled fairly, the Board of Trustees will specify why and may give directions for a re-investigation. If a re-investigation is recommended, the Board of Trustees will appoint a panel who will be entirely independent of the original complaint.

The decision of the Board of Trustees is final.

## For Data Protection related Complaints

All individuals using our services are notified of how we use their data via our [Privacy Notice](#)

For complaints relating to personal data and/or breaches of the data protection laws and regulations, or how we have handled your data, the Data Protection Officer will:

- Undertake a formal investigation.
- Contact you to discuss your complaint.
- Interview the staff regarding potential data breach.
- Record your complaint on our Data Breach Register.
- Once your complaint has been investigated fully, we will write to you and explain what we have found and what we will be doing.
- We aim to resolve data related complaints within 8 weeks. However, if we have to extend the time, we will let you know the reasons for this.
- The final response will reiterate your right to lodge a complaint with the supervisory authority (the Information Commissioners Office) and will detail their telephone number and address.
- If you are satisfied with the outcome of the investigation you need take no further action.
- At any time, you have the right to refer or lodge the complaint with the Information Commissioners Office (ICO).

## Contact Us



**Address:**

Sension House, Denton Drive, Northwich, Cheshire, CW9 7LU

**Telephone:**

01606 331 853

**Email:**

[complaints@disabilitypositive.org](mailto:complaints@disabilitypositive.org)

**Website:**

[www.disabilitypositive.org](http://www.disabilitypositive.org)