



The outcome of any **formal** complaint will be communicated in writing to all relevant parties by the person investigating, within ten working days. Details of any remedial action taken such as staff development and training, review of any of our policies or appropriate improvements to our service would be included at this point. Occasionally, in complicated cases, investigations may take longer, if this is the case, the complainant will be notified within five working days and will be given expected timescales if possible. This can be subjective depending on the nature of the complaint but the complainant will be kept up to date at all times.

In very rare circumstances where the complainant is not happy with the solution, or where complaints cannot be resolved the Chief Executive Officer may become involved for further review of the investigation and DRC response.

The DRC wants to ensure that the users of its services are heard and that their comments are acted upon. The DRC can learn from complaints and in turn improve on its services.

Comments and Complaints

The Disability Resource Centre
Poynters House, Poynters Road, Dunstable,
Bedfordshire, LU5 4TP.
Telephone: 01582 470900

Registered charity no: 1041712 Registered company no: 2898000

Introduction

The Disability Resource Centre (DRC) believes in good customer service and we strive for excellence however, we accept that occasionally things can go wrong. If you are unhappy with any element of the service that you receive we would like you to complain to us. We can try to put things right, sometimes we can only explain ourselves but we do want to learn from the feedback we receive and use it to make improvements to our services.

The DRC welcomes comments, compliments and complaints as an important element in our drive for continuous improvement.

As a charity we are committed to recognising individual achievements, whether that is from a member of staff or a volunteer; we therefore encourage positive feedback and undertake to ensure recognition for individuals or groups where there is an indication that we have delivered excellent service to our customers.

If you feel you need to comment positively or complain then this leaflet explains briefly the process for this.

Compliments and General Comments

If you would like to express your satisfaction with the standard of service or action by DRC or any of our staff or volunteers then you can do this verbally or in writing. A verbal comment can be given directly to a member of staff. A written compliment can be recorded on the Compliments Register which will be passed to the appropriate manager. Alternatively you can send your comments to: info@drcbeds.org.uk. If the compliment relates to a member of staff, they will be notified immediately.

Complaints

If you are unhappy with any element of the service that you receive we would like you to complain to us. We can try to put things right, sometimes we can only explain ourselves but we do want to learn from the feedback we receive and use it to make improvements to our services.

How to make a complaint

You can make a complaint via one of the following:

1. By completing a complaints form (available from reception) and handing/or posting back to us.
2. Telephone (or verbally in person)—a form will be filled in by staff taking complaint
3. By email to: complaints@drcbeds.org.uk

What happens next

DRC aims to settle the majority of complaints **informally** in the department providing the service. The complaint may be resolved quickly by way of an apology, by providing the service required or by providing an acceptable explanation to the person making the complaint.

We would aim to resolve the complaint and provide a written response in this time. If this is not possible, the complainant will be notified within ten working days with an expected resolution date.

If an informal complaint has not reached a satisfactory conclusion in stage one, then a **formal** complaint should be made in writing (assistance can be given upon request, to customers who need with this). Formal complaints go to our Business Manager (whose name can be requested from reception or found on our website) for action.