



Compass Disability Services How to make a complaint

Compass Disability Services is committed to enabling users to influence and easily voice their views and opinions about our organisation.

We will endeavour to satisfy our users and partners requirements and get things right first time. Should we make a mistake, we will admit it and rectify the situation as quickly as possible.

In line with our Equal Opportunities Policy, all people that come into contact with our organisation can expect to be treated fairly, with respect, dignity and understanding.

If you are not happy with the treatment or services you have received from us please:

- Raise the issue with the person immediately concerned as soon as possible and try, together, to resolve the matter informally.
- If you find it difficult to resolve the issue using the above method or you feel you cannot discuss the issue with the person concerned then you should contact the office to make your complaint, either in person, by telephone or in writing.

In order for Compass Disability Services to deal with your complaint you will need to give the following information.

- The exact nature of the complaint
- Any relevant dates or times
- The person(s) involved where relevant

If you prefer you may wish to give this information to a senior member of staff.

- Once your complaint has been received it will then be passed to the responsible person. The responsible person will contact you in writing within 3 working days to acknowledge your complaint and inform you of what will happen next.
- Once your complaint has been received the responsible person will look into the matter and try to resolve the complaint to your satisfaction as quickly as possible. This may involve inviting you to meet with them to discuss your complaint further.

You will be informed of the results of the investigation in full and in writing. This process will take up to 10 working days (Or 25 working days if a meeting is required) unless the person(s) involved are legitimately absent from work (meaning he/she is on sick or annual leave). In this instance you will be informed of the situation and given a new time period.

- If you are not satisfied with the results from the investigation, you can appeal to the Chief Executive Officer (CEO) or the Chair of the Board of Trustees (Chair) if you are not satisfied with the CEO's involvement. This must be in writing, addressed to the CEO or Chair marked Private and Confidential. The CEO or Chair will invite you to meet with them within 20 days of receipt of your letter. They will then carry out a full investigation and inform you in full and in writing of the results and proposed actions within 30 working days of the meeting.
- If you are still dissatisfied with the outcome of your complaint and it is related to a local authority funded project you can follow the complaints procedure of the relevant local authority

A full copy of Compass Disability Services' Complaints Policy is available at www.compassdisability.org.uk

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Opening Times
Monday – Friday
09:00 – 17:00
Excluding Bank Holidays