

You will be informed of the results of the investigation within 10 working days (25 working days if a meeting is required), unless the person(s) involved are legitimately absent from work.

If you are not satisfied with the results from the investigation, you can:

- ❑ Appeal to the Chief Executive Officer or the Chair of the Board of Trustees. The CEO or Chair will then carry out a full investigation and inform you in writing of the results and proposed actions within 30 working days.
- ❑ 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 our complaints policy and procedure is available on request



Compass Disability Services

Pointing you in the right direction



Compass Disability Services

Unit 11-12 Belvedere Trading Estate
Taunton TA1 1BH

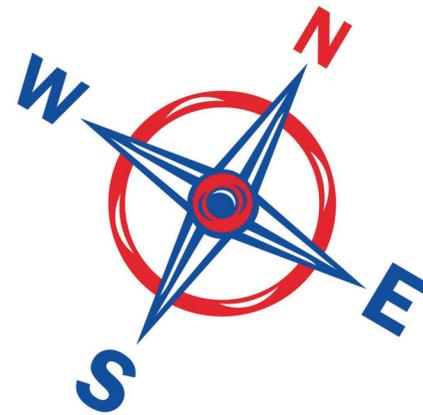
Tel: 0330 3330089 or 01823 282823

Text: 07568 109960 Minicom: 01823 255919

Email: info@compassdisability.org.uk

Website: www.compassdisability.org.uk

Registered Charity Number: 1099376



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What you can expect from us

Our quality objectives and steps to follow if you are unhappy with the service you have received

Quality objectives

As a user led organisation, Compass Disability Services will endeavour to understand current and future users' needs and strive to meet users' requirements and exceed expectations at all times.

In order to demonstrate our intentions, our quality objectives include the following:

- ❑ We will endeavour to deliver services and projects in line with user requirements and ensure that they are fully involved in the design and delivery of all services.
- ❑ We will conduct our business in an ethical and professional manner.
- ❑ We will endeavour to satisfy users and partners requirements and get things right first time. When we make mistakes we will apologise, work to rectify the problem and learn from them.
- ❑ We will have clear policies and procedures in place to ensure that there is a consistent approach to the delivery of quality services.
- ❑ We will endeavour to ensure that all staff and volunteers have an understanding of their role in the delivery of quality services and will provide them with the opportunities to develop relevant skills and experiences to enable them to perform to a high standard.
- ❑ Where fees are chargeable to users we will endeavour to ensure that they are fair and equitable whilst ensuring the viability of services.
- ❑ Our management team will collect and analyse: user feedback, work plan progress, financial performance data and business performance data to ensure that quality objectives are being met.

A full list of our quality objectives can be found in our quality manual which is available at www.compassdisability.org.uk.

Steps to follow if you are unhappy with the service you have received

While we will strive to meet users' requirements and exceed expectations, should we make a mistake we will admit it and rectify the situation as quickly as possible.

However, if you are not happy with the treatment or service you have received from us please:

- ❑ Raise the issue with the person(s) concerned as soon as possible and attempt to resolve the matter informally.
- ❑ If you find it difficult to resolve the issue informally, or you feel you cannot discuss the issue with the person concerned, 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 including, where relevant, dates and times and person(s) involved.

Once your complaint has been received, it will be passed to the responsible person, who will acknowledge your complaint within three working days.

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.

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