

## A guide to Deaf Connexions complaints procedure

Deaf Connexions is committed to providing high quality services to all our customers and aim to continuously review and improve those services.

We welcome and encourage feedback and comments on the services we provide, and we are mindful that there may be times when you may be unhappy about a service we have provided and if so we want you to tell us. We will treat anyone who makes a complaint with respect and understanding.

Without your feedback we cannot improve.

We would encourage people with a complaint or suggestion to try to sort it out with a member of staff first. If you feel you have tried this but it did not work, or you do not feel it would be helpful, please use the following Complaints Procedure.

### How it works

If Deaf Connexions receives a complaint about a service we try to resolve things as soon as possible and to the satisfaction of the person making the complaint.

In Deaf Connexions the Manager acts as Complaints Co-ordinator. They are responsible for making sure that all complaints are dealt with.

### How to make a complaint

If you are not happy about a service you receive it is usually best to complain to the Manager who will do their best to sort out the problem as quickly as possible. Often things are resolved at this stage.

You can do this in person or by contacting us by letter, phone, fax, textphone, remote video, mobile or e mail. All these contact details are at the end of this document.

If you are not able to do this yourself you can ask someone to help you do this

### What we will do

- Take a record and log your complaint
- Inform the Chair of Trustees that a complaint has been made.
- Send you a letter within five days to let you know we have received your complaint, how we will deal with it and give you the timescales.
- Investigate your complaint, this may mean meeting and talking to all people involved.

- Inform Chair of Trustees so they can contribute to the outcome.
- Make a decision and tell you the outcome of your complaint, this will be done within twenty eight days.

We will make every effort to provide an Interpreter or communication support at our expense

If we cannot solve your complaint within twenty eight days we will tell you why and keep you informed of progress.

If the complaint is about one of the services we provide Advocacy, Open Door or the Deaf Community Centre we may refer to Norfolk County Council.

### **If you are not satisfied with the outcome**

Most complaints will be resolved quickly, however if you are not satisfied you will need to let us know why and we will investigate your complaint further and this may involve other people who help us deal with such matters.

Deaf Connexions respects the confidentiality of people who use our services and we will therefore only disclose confidential information with the permission of the individual person or organisation making the complaint

### **We want you to be satisfied with our services**

We will do everything we can to put things right and this may involve reviewing our procedures in order to stop such problems happening again.

We want to get things right and we value all feedback from our customers.

If you feel we do something really well we would like to hear from you too.

### **How to contact us;**

**Address:** Deaf Connexions, Rotary House, King Street, Norwich NR1 2BL

**Telephone:** Voice/Fax: 01603 660889

Minicom: 01603 661113

SMS: 07932069352

**E mail:** [mail@deafconnexions.org.uk](mailto:mail@deafconnexions.org.uk) or to the Chief Executive direct at [sue@deafconnexions.org.uk](mailto:sue@deafconnexions.org.uk)

## Complaints Procedure

**Not happy? ☹️ Have a problem? ☹️  
Want to tell someone?**



**Sue Moore**



**Teresa Howard**



**Mary Chambers**

**Come to Deaf Centre and talk to any of these people**

**We will listen to your problem**



**We will understand your problem**



**We will sort out your problem**



**If you cannot come to see us, we can arrange to meet you somewhere  
or you can fax us 01603 660889 or minicom 01603 661113  
or text 07932069352 or email [mail@deafconnexions.org.uk](mailto:mail@deafconnexions.org.uk)**

**We will contact you within 5 days**

**We will solve your complaint within 28 days**

**If we cannot solve your complaint within 28 days we will tell you why**