

Second Stage

Name..... Date.....

Address.....

Postcode.....Tel / fax / minicom.....

Email.....

Comment.....

.....

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Complaint.....

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Suggestions for improvements.....

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Please send your completed form to:

Miss C Jenner

The Sussex Deaf Association

Brighton Deaf Centre, Carlton Hill

Brighton East Sussex BN2 0GW

Date Adopted: Nov. 2007

Date of Review: March 2011

MC Signature:



Complaints Procedure

Working with you

- Are you unhappy with a member of staff?
- Have you had to wait too long for your enquiry to be responded to?
- Are you unhappy with the information provided to you?
- Are you unhappy with any aspect of the service provided by us?

Registered Charity No. 259713

How to make a complaint

If you are unhappy about our services, we want you to tell us. You can make a complaint if:

- You currently use our services
- You are a carer, relative or a representative acting on someone's behalf

First Stage

If possible we try to solve any problem you may have before it becomes serious. Try to discuss the problem with the person you usually deal with. Problems may arise through confusion or communication difficulties or from lack of information.

Second stage

Where all attempts have failed to solve the problem, you should write to the manager of the Association. The written complaint should be as clear as possible. If you require help or guidance writing the complaint, any member of staff at the Association will be happy to help you. If you do not want to do this, you can seek help from the Citizens Advice Bureau or the Brighton Rights Centre. Please complete form on back page.

Third Stage

If you are dissatisfied with the manager's decision, or if you have a formal complaint about the manager, you should write to the chairman of the Executive Committee who will organise a review panel to meet with you to discuss the matter in more detail.

Review Panel

The review panel will be made up of three people, one of whom will be any independent person who will chair the meeting, the other two people will be members of the Association's Executive Committee.

You will be informed of the panel's meeting in plenty of time, and you will also be informed who will be on the panel. You may submit any written material to the panel before the meeting.

The review panel will be as informal as possible and you may bring along an interpreter if necessary.

The person making the complaint will state their case first.

The review panel will make recommendations to the Executive Committee of the Association as soon as it is practical. A special meeting of the Executive Committee may be called if the next meeting is to far away.

After recommendations are agreed by the Executive Committee, and after consultation with the independent person, a letter will be written to the person making the complaint as soon as possible after the meeting. The Chairman of the Executive Committee has the overall responsibility for complaints.

If you have any general enquires about the Association please contact us on 01273 671899 (Voice / Minicom)