



**Equality Focus**

*Equality & Diversity for Your Organisation*

## **MAKING A COMPLAINT**

### ***If you have a Complaint***

Equality focus aims to deliver and maintain high standards of service to all our users. We will be happy to receive any suggestions you may wish to pass onto us regarding the development of our services. Please let us know your feedback by emailing [customer.feedback@equalityfocus.co.uk](mailto:customer.feedback@equalityfocus.co.uk) or by writing to us at: Customer Feedback, Equality Focus Ltd, 79 Gallows Hill Lane, Abbots Langley, Hertfordshire, WD5 0DD.

Issues of concern can usually be resolved by talking them through with one of our staff members, either face-to-face or by telephone. However, we recognise that sometimes this may not be appropriate, or you may feel your concerns have not been properly addressed after talking them through with us.

Occasionally things may not go according to plan or you may have particular concerns. If this happens then we will assist in resolving your concerns fairly, sensitively and as quickly as possible. Any complaints will be dealt with professionally and in a non-confrontational manner.

We will deal with your complaint in accordance with the process outlined below. The purpose of the Complaints Policy is to ensure that complaints are properly administered, recorded and acknowledged. There are two levels to our complaints process - first and second.

### ***First Level***

In the first instance, we encourage all complaints to be dealt with informally and suggest that you contact Katie Wood at Equality Focus. They will deal with your complaint as quickly as possible, offering an alternative support worker where appropriate to ensure that there is no disruption to your support. Katie will investigate your concerns and take any necessary action.

Please include all relevant details such as location(s), date(s), people contacted and the other circumstances relating to your complaint. This helps us to quickly and fully understand the nature of your complaint and begin our investigations.

Once we have received your complaint we will acknowledge it in writing within five working days. You can normally expect a full written response within 15 working days of this acknowledgement. Our aim is to resolve the complaint to your complete satisfaction at the first level.

### ***Second Level***

If, after receiving our response at the first level, you feel that your concerns have not been fully addressed, you can ask for your complaint to be referred to the second level of our complaints procedure.

Please contact the Director of Operations and Finance in writing at Equality Focus Ltd, 79 Gallows Hill Lane, Abbots Langley, Hertfordshire, WD5 0DD or email it to [customer.feedback@equalityfocus.co.uk](mailto:customer.feedback@equalityfocus.co.uk) and request that your complaint be referred to the second level who will investigate your complaint fully. Your request will be acknowledged within five working days and your correspondence will be passed on, with any other supporting evidence, to one of Equality Focus' directors who does not have direct involvement with your complaint. This helps to ensure that your concerns are dealt with fairly and on the merits of the case you present. You can normally expect a full written response to your complaint within 20 working days of our acknowledgement of the complaint reaching the second level. It may be necessary for the director to request further information from parties with an external relationship to the organisation. If we feel it may not be possible to respond to your complaint within 20 working days, we will contact you again and ask for a time extension.

### ***Third Level***

You may wish to contact DSA-QAG if you are not satisfied with the outcome of your complaint regarding our services. Contact details for DSA-QAG can be provided by Equality Focus if necessary. You may also wish to contact your disability adviser, needs assessor or funding body to discuss your support.