



York Down Syndrome Support Group

COMPLAINTS PROCESS

Our Commitment to you

We are committed to giving you the best service we can by:

- Providing good quality service
- Communicating effectively
- Acting fairly and impartially
- Regularly evaluating our service

How to complain

We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves. If you want to complain we will ensure that your complaint is treated seriously, is handled without bias or discrimination and that your confidentiality is respected. Your complaint will be handled either by our Chair or a Trustee who is independent of the service, issue or situation being complained about.

You can provide your feedback by phone on 0300 102 0321, by email contact@ydssg.org marked "Complaint FAO of Chair".

Please set out exactly what you think has gone wrong and what you think we should do to put it right. We ask that you raise your complaint within 12 weeks of the event.

How we will deal with your complaint

We want to help to resolve your complaint as quickly as possible. We will acknowledge and provide an initial response to your feedback within 10 working days of receiving it. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within 28 working days of acknowledgement of receipt of the Complaint. If we find that we have made a mistake, or not dealt with you properly, we will do what we can to put things right. This may involve:

- Apologising
- Correcting any errors that we have made
- Taking further action in response to your concerns
- Telling you what we have learnt from the complaint and what action we will take to ensure we do not make the same mistake again

If your concern falls outside the charities range of responsibilities we will forward your complaint to the relevant service as soon as possible and tell you that we have done this.

We will keep records of any complaints received which will include details of the complaint, the date it was received, details of any investigation undertaken and a copy of all communications regarding the issue.

We will retain records relating to a Complaint for at least 24 months from the date on which the Complaint was made, except where data protection law requires that the information be put beyond use earlier than this (for example, where the complainant within this timeframe requests that their information be destroyed)

Next Steps

We always hope that we can resolve your concerns but if you are unhappy with our response to your feedback then you can contact the **Charity Commission** quoting our registration number 1193370. You can submit a serious complaint via their website www.charitycommission.gov.uk