

this will come from the CEO/ Manager. All complaints will be logged and the date of receipt and acknowledgement recorded.

The CEO/Manager will investigate for you. You may need to answer some questions at this stage and you'll be asked to give us any evidence you have such as letters, or details of things that happened.

You will also be able to tell us what you would like done about the problem.

We will keep you informed about progress, but will write to you to tell you the outcome as soon as possible.

Formal Stage 3

If you are still unhappy after this stage, the CEO/Manager will order a review to be overseen by the Complaints Committee. In addition the CEO/Manager may order an Investigation into how the original complaint was handled.

Appeal Stage 4

If the outcome of any further investigation is still not satisfactory

you have the right to have the complaint considered by the Complaints Committee Appeal Panel

The decision reached at this stage of the process is final

This leaflet is designed to give you an outline of the processes and procedures for making a complaint, for full details please request our Complaints Policy

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Registered Company No. 5002948
Charity Reg. No. 1103477



Making a Complaint

Making a complaint

KDC take the job of supporting service users very seriously and pride ourselves on the number of people who say they are satisfied with the help we've given them. But, like every organisation, we can sometimes get it wrong, and some people will be less happy about their experience with our charity.

If you are unhappy with the service we've given you, we'd like to hear from you – whether it's simply to let us know you're dissatisfied or if you'd like us to go further and take action to put things right.

We have a standard complaints process that we will follow in **every** case. We will aim to treat you with respect and courtesy throughout and keep you informed about what we are doing.

The process is designed to:

- be fair and transparent

- resolve any complaint quickly and effectively
- help us improve our services in the future
- be clear and easy to understand and access
- provide timely and accurate information
- be confidential
- be used consistently (we will monitor this).

How we handle complaints and issues

Informal Stage 1

You can raise an issue or complaint over the phone, or by letter.

You can also make a complaint by email to **info@kdc.org.uk** giving as much information about the situation as possible.

We will usually only deal with complaints within **six** months of when a problem occurred or came to light.

We will keep a record of every complaint or issue raised and

quickly let you know we have received your complaint (usually within five working days).

If you have any special needs, we will do all we can to make it easy for you to make a complaint or help you through the process.

As a first step, we will try to resolve an issue informally.

This will normally be handled by a nominated employee and we aim to resolve things within **ten** working days of hearing from you.

If you are happy with our response at this stage, the process will end.

Formal Stage 2

If you are not happy with the initial attempt to resolve things, the matter will be passed to our CEO/ Manager as a formal complaint.

At this stage we will need you to put your complaint in writing, if you have not already done so.

All formal complaints will be acknowledged by written reply within **20** working days of receipt;