



COMPLAINTS POLICY

At Access Independence Ltd we do our best to provide a professional and attentive service to our customers. All feedback is greatly appreciated to enable us to develop our service delivery. If you have concerns, please let us know as soon as possible. We will look into the matter and do our best to resolve any issues. If this is not possible, we have this complaints procedure which we adhere to.

What is a complaint?

A complaint is an expression of dissatisfaction, either written or spoken. A complaint can be made by an individual or a group.

Principles of Access Independence Ltd complaints procedure

- Complaints will be properly investigated, with fairness and attention to detail.
- Complaints will be dealt with in confidence. Exceptions to this may arise if anyone is liable to be at risk by matters referred to in the complaint.
- If the complainant is not satisfied with the response, there is a right to appeal.

What to do if you have a complaint

Complaints can be made about Access Independence Ltd or a member of its staff, in writing, by fax, email, telephone or in person. If you want to make a complaint in person, we will arrange an appointment with you.

If your complaint is about a member of staff, please address your complaint directly to them in the first instance, referring to this procedure as you do so. If this is not possible, please address all correspondence to our Administration Team marking it Confidential.

What happens next?

If you complain in person or by phone, we will aim to resolve your complaint immediately. If you complain in writing, by fax or email, we will aim to respond promptly, or within 15 working days. If this is not possible, we will explain why and advise on how long it may take to investigate and resolve the issue.

If you are not happy with the initial response you receive, you should contact the Centre Manager and ask for your complaint to be discussed with a third party of your choice eg your Disability Adviser.

Following this response, if you are still not satisfied, then we will aim to make special arrangements to convene a hearing of the complaint in the presence of an independent Appeals Panel with relevant experience in the field of disability support. The Centre Manager will be responsible for ensuring the panel is appropriately representative. Panel membership will be restricted to people who have had no previous involvement in the complaint

Members of the Appeals Panel will:

- read through the necessary papers
- speak to relevant individuals involved with the complaint
- make a final decision.

If the matter is still not resolved after the Appeals Panel has made its final decision, you may wish to appeal to the national Ombudsman for Higher Education