

# Complaints Policy

## 1. Purpose

This policy provides a clear, fair, and transparent process for clients and stakeholders to raise complaints regarding the services provided by disAbility Cornwall & IoS. It ensures complaints are resolved promptly and fairly and that lessons are learned to improve services.

## 2. Scope

This policy applies to all clients, all staff, volunteers and contractors delivering services on behalf of the organisation. It includes the procedures for general concerns and formal complaints.

## 3. Policy Statement

We are committed to ensuring every person receives a consistently high standard of service delivered with fairness, dignity and respect. Our values drive a commitment to inclusion, client focus, and continuous service improvement. We welcome and learn from feedback and promptly address any concerns or complaints. All complaints are valued as an opportunity to improve services and will be handled confidentially and without risk of retaliation.

## 4. Responsibilities

- All staff and volunteers: Respond promptly and record complaints as per this policy.
- Line Managers: Ensure their teams comply with the procedure and support clients in making complaints.
- Governance & Compliance Officer: Receives, investigates, and monitors complaints.
- Chief Executive: Overall responsibility for the effectiveness of this policy.
- Caldicott Guardian: Responsible for protecting the confidentiality of people's health and care information and making sure it is used properly.
- Freedom to Speak Up Guardian: Provides an independent and confidential point of contact for raising concerns about client safety or staff wellbeing without fear of detriment.
- Media & Communications Team: Manages online and social media feedback and ensures appropriate moderation and responses. Social media feedback that constitutes a complaint will be referred to the Governance & Compliance Officer for handling under this policy.

## **5. Complaints Procedure**

### **Stage 1 – Informal Resolution**

Raise concerns with your named contact who will discuss the concern with their line manager and inform the Governance and Compliance Officer. We aim to resolve concerns within approximately five working days.

### **Stage 2 – Formal Complaint (Written)**

A formal complaint should be made in writing and sent to the Governance & Compliance Team. We will issue a response within approximately ten working days.

### **Stage 3 – Final Review**

If unresolved, the individual may request a final review by the CEO and Chair of Trustees. A written outcome will be provided within approximately 15 working days.

### **Accessibility and Support**

We can provide this policy in other formats and will make reasonable adjustments to support disabled people who need assistance to use this process.

### **Learning and Improvement**

All complaints are logged and reviewed by our Governance & Compliance Officer. Complaints data is reported annually to the Board of Trustees to help improve our work and accountability.

## **6. Associated Policies**


- Data Protection and Confidentiality Policy
- Equity, Diversity & Inclusion Policy
- Health and Safety Policy
- Safeguarding Policies
- Disciplinary Policy
- Code of Conduct Policy
- Customer Care Policy

## 7. Monitoring and Review

This policy is reviewed by the Governance & Compliance Officer and Internal Operations Lead annually, or sooner in response to legislative or organisational change. Updates will be approved by the CEO and communicated across the organisation.

## 8. Equality and Human Rights Statement

This policy has been reviewed for its impact on equality and human rights. It supports our organisational commitment to inclusion, diversity, and fairness for all employees and stakeholders.

Document Control				
Version	Date	Review Due	Author/s	Approved by
V1	November 2025	November 2026	Internal Operations Lead, Advice Service Manager, Governance & Compliance Officer	

## Annex 1 – Complaints Form



Name:

Contact information:

Please describe your complaint:

What do you feel should or should not have happened?

What would you like us to do now?

Please complete this form and return it to:

Governance & Compliance Officer

disAbility Cornwall & IoS,

Units 1 G & H, Guildford Rd Industrial Estate,

Hayle, Cornwall,

TR27 4QZ

Email: [hello@disabilitycornwall.org.uk](mailto:hello@disabilitycornwall.org.uk)