

Complaints Policy

Introduction

Learning Disability Wales values the views and feedback of our members, supporters and the wider community when there is a concern, something hasn't gone well, or you feel we could do better.

We are committed to high standards of service and excellent working relations with people that deal with us and so we welcome your feedback so we can understand your experience and make positive changes to the way we work.

This policy lets you know how to make a complaint, and how we will handle it, fairly and thoughtfully.

Your views matter to us and will help us provide the best possible service for everyone.

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Associated policies

External links

1. Valuing your views

When you make a complaint, you will be:

- Treated with courtesy and respect.
- Treated as a person with the right to be heard.
- Given equal respect in regardless of your ethnic background, age, gender, gender identity, disability, sexual orientation and religious or philosophical beliefs.
- Respected and your complaint will be treated in confidence.
- Listened and responded to and answers given to your complaint.
- Encouraged to use your preferred form or methods of communication.

2. How to make a complaint

If there is a problem with any aspect of our services, how we work or how you have been treated, then we encourage you to tell us formally as follows:

- Via our website:
 www.ldw.org.uk
- By email:
 enquiries@ldw.org.uk
- Telephone us:
 029 2068 1160
- Write us a letter to:
Learning Disability Wales
41 Lambourne Crescent
Cardiff Business Park
Llanishen
Cardiff
CF14 5GG

3. How we handle a complaint

If your complaint is about a member of our team or anything else, we will:

- Send it to the CEO and or the appropriate Manager. We will do this as soon as we get a complaint.
- The CEO and or Manager will then send it to the appropriate staff member or team.
- Contact you within 1 week of receiving your complaint to thank you for your feedback. This will be done by the Manager of the team that the complaint refers to, or the CEO if the suggestion is general in its content.
- Meet with the appropriate Manager within 2 weeks of receiving the complaint, to discuss the issues raised and agree what needs to be done. Most problems should be, sorted out within those meetings.
- Contact you again to let you know what we are going to do because of your complaint. This will be done by the appropriate Manager or the CEO if the complaint is general.

All complaints will be recorded along with agreed actions and correspondences as evidence of good practice in dealing with complaints.

4. How we handle a complaint about the Chief Executive Officer (CEO)

If the complaint is about our CEO, then this will be dealt with by a trustee.

- The complaint will be sent to a nominated Trustee and the Chair or our Board of Trustees when we receive it.
- Within 1 week of receiving a complaint, the Trustee will contact you to thank you for your feedback.
- The Trustee will then contact the CEO and tell them about the complaint. They will arrange a meeting to take place within 2 weeks of receiving the complaint.

- At this meeting the Trustee and the CEO will discuss the complaint in detail and agree any actions that will be taken by us to address the concerns raised.
- After the meeting we will contact you to let you know the outcome of the meeting.
- All complaints will then be recorded along with agreed actions and correspondences as evidence of good practice in dealing with complaints.

5. What happens if we have not handled your complaint properly?

If you are not happy with how we have dealt with your complaint, please let us know. We will then send your complaint to the Chair of the Board of Trustees, along with details of all meetings and actions taken. The Chair will discuss the initially agreed actions and reasons for them with the CEO and another nominated trustee if relevant.

The Chair of the Board of Trustees will then discuss the complaint with a Trustee, or if the original complaint was about the CEO, with a trustee who was not originally involved. This discussion will include any or all staff members relevant to the complaint.

The Chair of the Board of Trustees will contact you, explaining the views reached by the Board of Trustees and any action to be taken by us.

- This decision is final.
- Records of any meetings and correspondence and actions will then be recorded as evidence of good practice in dealing with complaints.