

Complaints Policy



This is an easy read version of our Complaints Policy. The words and their meaning are easy to read and understand.

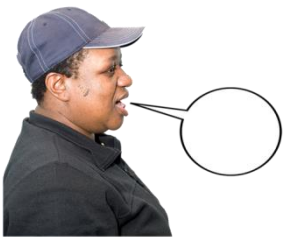
Some words may be hard to understand. They are in **bold blue writing**. They have been explained in a box below the word.

Introduction



We want our work and services to be the best they can be.

We want to work well with people who use our services.



We want people to give their views about our services, whether they think they are good or bad.

How to make a complaint



If you are unhappy with our work or services, you can make a complaint.



You can contact us in writing. Either by letter or email. Email: enquiries@ldw.org.uk. Or you can contact us by phone. 029 2068 1160. Your comments will be written down.



How we will deal with your complaint

This is what will happen if your complaint is about:



- our work
- our services or
- our staff



1. A Manager and the Chief Executive Officer will see your complaint.
2. The Manager and Chief Executive Officer will decide who or what the complaint is about. And they will send it to the Manager who can deal with it.



3. Within 1 week of your complaint we will write to you to say that we:

- have got your complaint
- are dealing with you complaint.



4. The Chief Executive Officer and Manager will meet within 2 weeks of getting your complaint. They will decide what needs to be done next.



5. We will write to you to let you know what we plan to do to deal with your complaint.



6. We will keep a record of everything.

How we will deal with your complaint

This is what will happen if your complaint is about our Chief Executive Officer

1. Your complaint will go to an **Honorary Officer**.
A copy will be sent to our Chair.



An **Honorary Officer** is a person on our Board of Trustees. They will be the Vice Chair, Treasurer or Secretary of the Board of Trustees.



2. Within 1 week of your complaint we will write to you to say:

- we have got your complaint
- we are dealing with you complaint.



3. Within 2 weeks of your complaint the **Honorary Officer** will meet with the Chief Executive Officer. They will talk about your complaint and decide what to do next.



4. We will write to you to let you know what we plan to do to deal with your complaint.



5. We will keep a record of everything.

If you are not happy with how your complaint was dealt with



This is what will happen if you do not agree with how we have dealt with your complaint.

1. The complaint will go to the Chair of our Board of Trustees.

2. The Chair will meet with:

- the Chief Executive Officer
- the Manager
- an [Honorary Officer](#)

They will talk about the complaint and what was decided.

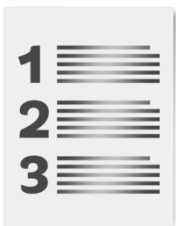


3. The Chair will then write to you to say:

- **we will do no more** to deal with your complaint

or

- **what else we will do** to deal with your complaint.



This letter or email will be the Board of Trustees's final decision on your complaint.



We will keep a record of everything.

How you will be treated when you have made a complaint



You will:

1. Be treated with politeness and respect.
2. Be treated equally. You will not be **discriminated** against.

Equality



Discrimination is when you are treated badly or unfairly because of your sex, race, religion, disability or sexual identity.



3. Be listened to.



4. Get answers to your complaint.



Your complaint, and how we deal with it, will be kept private.

October 2017