1. **Purpose**

The purpose of this complaints policy is to enable our DSA customers to raise any concerns they may have with regards to our service delivery. Its aim is to produce a speedy resolution where genuine issues exist. It is designed to help all our customers to understand what steps they may take when they feel they have a genuine complaint.

This policy outlines the Charity’s commitment to deal objectively and constructively with all complaints in a timely and fair manner.

AbilityNet’s preferred method for complaint resolution is informally, through communication in an open and supportive way.

This policy is designed to deal with those issues that need to be handled on a more formal basis so that every route to a satisfactory solution can be explored.

**Please Note:**

* If your complaint refers to dissatisfaction with your funding body (Student Loans Company, NHS or Research Council), then you must contact them directly, AbilityNet provides the DSA needs Assessment; your funding body administers the way that your funding covers your equipment and study support
* If your complaint refers to your Higher Education Institute (HEI) then you must contact them directly via your Disability Adviser in the first instance.
* If your complaint refers to dissatisfaction with your assistive technology training provider, equipment provider or non-medical helper provider then you must contact them directly.

1. **Policy**

This policy outlines the appropriate steps to be followed when making a formal complaint. This Policy will be reviewed every 3 years.

1. **Process**
2. To enable a thorough investigation to resolve the matter the complaint should be made within 2 weeks of the actions/lack of actions that prompted the complaint. This should be raised in writing to [dsa@abilitynet.org.uk](mailto:dsa@abilitynet.org.uk) by completing AbilityNet’s complaint form (Appendix 1) below and include:

* Your name and contact details
* The nature of the complaint
* The remedy being sought
* The preliminary steps already taken (if any)

1. Your complaint will be acknowledged via email within 3 working days of your submission by a member of the DSA Team.

A written record of the complaint will be noted on our complaints log, along with any action that has been/will be taken.

1. We will aim to provide a response and work towards a resolution of your complaint within 10 working days. If it is likely to take longer than 10 days, we will inform you of this.

Depending on the nature of the query it will be dealt with by one of the following members of staff:

* Administration Team Manager: for level of service; customer satisfaction
* DSA Centre Manager: assessor; quality of assessment; recommendation validity or appropriateness; report issue

1. Once a response has been provided to your complaint, if you should feel the issue is unresolved or you would like to appeal against the response and/or decision, you can respond to the formal response via email, marking it for the attention of the Service Delivery Director, who will then review the complaint and investigation and provide a response within 10 working days.
2. If you still feel dissatisfied with the outcome to your complaint you can raise this further with your funding body. For the majority of students this will be the Student Loans Company (SLC) who can be contacted via the details below:

**Telephone:** 0300 100 0601

**Email:** customer\_complaints@slc.co.uk

**Address:** Customer Relations, Student Loans Company, 100 Bothwell Street, Glasgow, G2 7JD

Further details can be found on the Student Loans Company website:

<https://www.gov.uk/government/organisations/student-loans-company/about/complaints-procedure>

Please ask AbilityNet for contact details for your funding body if you are unsure.

**Appendix 1**

**Complaint Form** - please use this form to tell us about your complaint.

| **Your details** | | |
| --- | --- | --- |
| Surname: | | Title: |
| First name/s: | | |
| Address (for writing to you): | | |
| Daytime phone: | Mobile: | |
| Home phone: | Email: | |

| **Describe the nature of your complaint** *(please continue on separate sheet if required)* |
| --- |
|  |

| **Date of incident** |
| --- |
|  |

| **Any additional comments** *(please continue on separate sheet if required)* |
| --- |
|  |

|  |  |
| --- | --- |
| Your signature: | Date: |

| **AbilityNet office use:** | |
| --- | --- |
| Received by: | Date: |

Once you have completed this form email it to [dsa@abilitynet.org.uk](mailto:dsa@abilitynet.org.uk) or post to our DSA team (AbilityNet, P.O. Box 31, Birmingham Road, Warwick, CV34 5JL) Please ring our Freephone number if you require any further information: 0800 269545