

Complaints Process

Assistive Solutions is committed to providing good quality services. We recognise however, that we sometimes get things wrong or make mistakes. To deal with this we have a complaints procedure.

Please note: This is **not** how to receive technical support. For information on contacting us for technical support, please visit our website (<http://www.assistiveitsolutions.com/contactus.php>) or call us on 0800 411 8875.

We will deal with your complaint

We do not look on complaints as unwanted. In fact, they may help us to see where our services or procedures might be improved. So do let us know where you feel we have made a mistake or done something which you found unsatisfactory or unacceptable. Even if you do not think your particular concern amounts to a 'complaint' we would still like to know about it. You may help us to deal with something we would otherwise overlook.

Complaints will be handled in a professional non-confrontational manner.

The Complaints Process

Step 1: Contacting us

The first step is to talk to a member of Assistive Solutions staff. This can be done quite informally by telephone.

Usually, the best staff member to talk to will be the person who dealt with the matter you are concerned about, as they will be in the best position to help you quickly and to put things right. If they are not available, or you would prefer to approach someone else, then ask to speak to a different person.

We will try to resolve the problem on the spot if we can. If we can't do this, for example, because information we need is not to hand, then we will take a record of your concern and arrange the best way and time for getting back to you. This will normally be within **five working days** or we will make some other arrangement acceptable to you.

Step 2: Taking your complaint further

We hope you will only feel the need to make a formal complaint as a last resort and that you will complain to the person dealing with the matter first to give them a chance to put things right. However, if you are still unhappy, the next step is to put your complaint in

writing to the Managing Director of Assistive Solutions, setting out the details, explaining what you think went wrong and what you feel would put things right. If you are not happy about writing a letter, you can always ask a member of staff to take notes of your complaint. You should make sure you agree with what they have recorded and that they provide you with your own copy for reference. This record will be passed promptly to the Managing Director to deal with.

Once the Managing Director receives a written complaint, he will arrange for it to be fully investigated. Your complaint will be acknowledged in writing within five working days of receiving it and the letter will say when you can expect a full response. This should normally be **within three weeks** unless the matter is very complicated, such as where other organisations need to be contacted. Where this is the case, we will still let you know what action is being taken and tell you when we expect to provide you with a full response.

Step 3: The next stage

If you are not satisfied with the Managing Director's investigation then you can opt to have the matter referred to your **Disability Officer** or your **Assessor/Assessment centre**.

If you are still not satisfied with the outcome after this, the matter will be referred to the **Funding Body**, who in consultation with other stakeholders, will make the final decision.

Step 4: Review

All complaints received will be recorded in Complaints log and reviewed to drive service improvements.