

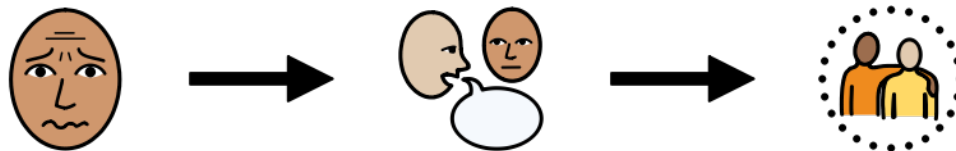
Complaints Policy and Procedure – Easy read

Policy Holder	Head of Behaviour, Quality and Training	Date of Next Review:	May 2027
Last Review Date	16/05/24	Reviewed by:	Emily Rhoades

We want to support you in the best way we can and make sure you feel happy and comfortable using our services and talking to our staff.

If something has happened at any Resources for Autism clubs, events, or any interaction you have had with Resources for Autism staff that you are unhappy with, please let us know.

We want you to know that any feedback you give, positive or negative, is important to us and helps us learn how to make our services better. Negative feedback is something we consider to be a complaint. You have the right to complain and what you tell us will be heard, taken on board, and responded to.



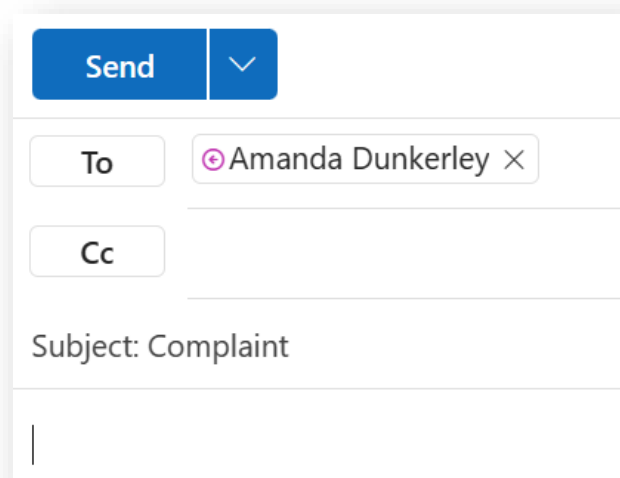
To make a complaint, you can contact someone at Resources for Autism that you are comfortable talking to. They might pass on what you say to the Complaints Officer if they think what you have told them needs to be investigated.

Amanda is the Complaints officer at Resources for Autism. She manages what happens when complaints are received and the investigation process. If you have a complaint, you can also contact Amanda directly.

You can email her

amanda@resourcesforautism.org.uk

Before you send the email, type in the “Subject” line “*Complaint.*” In the email you can write about what happened, who was involved, how it made you feel and what you need from Resources for Autism to feel supported.



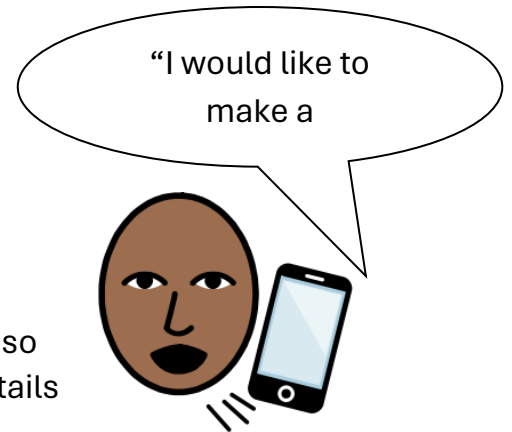
Send [dropdown arrow]

To [icon] Amanda Dunkerley ×

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Subject: Complaint

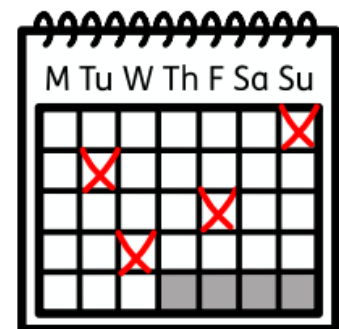
If you are not able to send an email, you can call the office on 02084583259. When you call, you can say to the person who answers the phone *“I would like to make a complaint, can I speak to Amanda.”* If Amanda is not available, you can ask to speak to Iris who is the Director of Services. If Amanda or Iris are not available, the person who answers your call might ask for your name and phone number or email so that the complaints officer can contact you to get details of your complaint.



If you would prefer to write to us, you can do that too. In the letter you can write about what happened, who was involved, how it made you feel and what you need from Resources for Autism to feel supported. Before you post the letter, on the front you can write:



When you send a complaint by email, by post or if you call the office, the Complaints Officer will contact you to let you know we have received it within 3 days. Then, the complaints Officer will investigate and contact you again within 15 working days (not including Saturdays and Sundays) to let you know what we can do next.



We have a Complaints Policy and Procedure, which has a lot of information on what we do when someone sends in a complaint. If you need help with the information in this policy, you can call the office on 02084583259 and ask the person who answers the phone to explain the policy to you.



Someone else can also help you contact us or understand the complaints process. You can ask a friend, family member or support worker to help you.