

COMPLAINTS PROCEDURE

FOR SERVICE USERS

Any service user who has a complaint about the way they have been treated should make a formal complaint both verbally, and if necessary, in writing to the Management Team.

Any service user not satisfied with any action taken at The Disability Foundation may invoke the Complaints Procedure.

WHAT TO DO IF YOU HAVE A COMPLAINT

Send an email with your complaint to Sona Malde, Joint Acting CEO on membership@tdf.org.uk and Julia Henry Lee, CEO on julia@tdf.org.uk

Your email should state:

- As much detail as possible, without breaching confidentiality
- Name of child and parent/guardian details if applicable
- Date and time of incident
- Relevant contact information
- Outline of complaint
- All parties involved directly, and those present indirectly
- Who has been informed of the incident if applicable
- Whether the child was able to say what happened if applicable
- Whether the parents/guardian/carers have been informed and by whom if applicable

PROCEDURE FOLLOWING A COMPLAINT

- The CEO team will acknowledge receipt of the service user's email and then will fully investigate the incident
- A report will then be completed and forwarded to the service user and to the Board of Trustees.
- Disciplinary action will be taken where necessary by the CEO team in line with TDF's policies and procedures.

- If the service user is still unsatisfied with the outcome, they can escalate the complaint to the Board of Trustees. The Board of Trustees will look into the matter independently and respond to the service user.

HOW CAN I COMPLAIN IF I AM A CHILD OR UNDER 18?

If a child feels behaviour towards them is wrong they have the right to complain, and to have their complaint dealt with fairly and quickly, using TDF's Disciplinary Procedure for Service Users or Complaints Procedure for Service Users.

- **Please follow the steps outlined above**
- **You may wish to make a complaint OUTSIDE the Centre, you should contact one of the organisations named below.**
- **If you wish to make a complaint against any member of TDF's team, you can approach ANY member of staff, Send an email with your complaint to Sona Malde, Joint Acting CEO on membership@tdf.org.uk and Julia Henry Lee, CEO on julia@tdf.org.uk**
- **If you do not feel able to speak to a staff member within TDF, the following is a list of organisations with their telephone numbers who can be contacted directly:**

CHILDLINE

Free service available 24 hours a day

Freephone 0800 1111

SOCIAL SERVICES CHILD PROTECTION TEAM (HARROW) 020 8901 2690

CITIZENS ADVICE BUREAU (HARROW BRANCH) 0808 250 5705

NSPCC National Child Protection Helpline (24 hours)

Freephone

0800 800 5000