



UKDS COMPLAINTS POLICY AND PROCEDURE

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Introduction

UK Deaf Sport (UKDS) is committed to providing a quality service for its members, customers and all stakeholders and working in an open and accountable way that builds trust and respect. We work hard to get things right the first time but we're human and so occasionally things go wrong. If you have a complaint about the service you have received from UKDS please let us know so that we can put things right.

We recognise and hope that many concerns will be raised informally, and dealt with quickly. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

We have a two stage complaints procedure which includes an internal escalation process to senior managers. We normally expect to resolve your concern at Stage One but if you are not happy with our response please contact our Executive Chair on at the address below.

Stage 1

In the first instance, if you are unable to resolve the issue informally, please write (letter or email) to the person who dealt with you so that they have a chance to put things right. In your letter/email you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

Stage 2

If you are not satisfied with the initial response to the complaint then you can write to UKDS's Executive Chair and ask for your complaint and the response to be reviewed. The address details are below. If your complaint relates to the Executive Chair or you feel a conflict may arise, please write to the UKDS Senior Independent Director, who will oversee the process.

Investigation

Whilst it is our aim to resolve all matters as quickly as possible, inevitably some issues will be more complex and therefore may require longer to be fully investigated, sometimes independently. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Equal Opportunities

UKDS is committed to equal opportunities and our aim is to make our complaints policy easy to use and accessible to all our members, customers and stakeholders. We will take reasonable steps to

accommodate any reasonable adjustments you may have to enable you to access this policy or receive responses to complaints in other formats, and provide such assistance as you may reasonably require.

All complaints about our service and requests for review under our complaints procedure should be sent as follows:

By post:

UK Deaf Sport
c/o EFDS
SportPark,
3 Oakwood Drive,
Loughborough University,
Loughborough, LE11 3QF

By email: Admin@ukds.org.uk

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both UKDS and the complainant maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Monitoring and Reporting: UKDS will record and monitor complaints and their resolution to maintain our commitment to continuous improvement.