

**COMPLAINTS POLICY**

**FOR MEMBERS, RELATIVES, EMPLOYEES, VOLUNTEERS  
AND THE GENERAL PUBLIC**

Complaints may be made by an individual, or by/with their Advocate about any activity, service or other issue relating to Dyscover.

Complaints should be made, in the first instance, to the Chief Executive who will respond to that person within 14 days, and who will make a written record of the complaint in consultation with the complainant.

If the outcome is not thought to be satisfactory by the person who made the complaint, the matter may then be taken to the Chair of the Board of Trustees for further consideration. A written response will be given as quickly as possible after an appropriate investigation has taken place.

Failing this, the complaint may be made in writing to the Charity Commission, whose address is PO Box 211, Bootle, L20 7YX0 218; by phone 0300 999 3407 or through their website, [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk)

Unsatisfactory responses to complaints relating specifically to fundraising should be referred to the Fundraising Regulator, 2<sup>nd</sup> Floor, CAN Mezzanine Building, 49-51 East Road, London N1 6AH or through their online complaints form at [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)

Complaints relating to the use of personal data by Dyscover may be made to the Information Commissioner's Office at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, or by telephone 0303 123 1113).

Minor complaints may be placed in the Suggestion Book at Leatherhead Court, or discussed directly with the Chief Executive and other appropriate members of the team. Dyscover's response to any minor complaints will be given to the person who made the complaint as soon as practicable.

Note: any letters or emails of complaint written on behalf of Dyscover to outside agencies must first be approved by the Chair of the Trustees.

**Reviewed and approved by Trustees: 22<sup>nd</sup> May 2018**

**Long-term support and opportunities for people with aphasia**   

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Registered Office: As above | Company No: 4814618 | Registered Charity No: 1099432

