



Action for blind people

Please tell us what you think

At Action for Blind People, we provide a high level of service in all areas of our work; occasionally we fall short of the standards we set ourselves. Which is why we welcome and value your comments and complaints as they help us to resolve issues, where possible, and improve the service that we provide to you in the future.

Action for Blind People has put together a simple **Comments and Complaints Procedure**, which we have outlined below. Should you not be satisfied with the service we have provided or feel that something we have done whilst delivering our service has been detrimental to you, you should follow this procedure so that we can resolve these issues.

We also like to hear about your positive experiences, or constructive advice about how we can make our services even more responsive to your needs. Should you wish to share these with us please use the contact details listed in this document.

Braille, large print and tape versions of this procedure are available at all Action for Blind People locations on request. It is also available on our website.

Whilst we respect the right of persons to register their comments or complaints outside of Action (such as with the Charity Commission), we do request that our internal systems are exhausted before any external channels are used.

If you require further clarification on any of the points in this guide, please feel free to get in touch with us using the contact details provided.

We aim to:-

- Make it simple for you to tell us what we are doing wrong or what we could do better. You can contact us by telephone, by letter or by email.
- Respond to you as quickly as possible, within **2 working days**, detailing the timescale for response and the name of the staff member who will be investigating your enquiry
- Keep you updated, every step of the way and to investigate and respond to you fairly, following agreed timescales and procedures. Where this is not possible, for example, if a more detailed investigation is required, we will regularly keep you informed of our progress.
- Use your feedback to improve our services and ensure that people's needs are at the heart of everything we do. We will achieve this by listening to and recording all comments and concerns and use this feedback to regularly review and improve our services.
- Communicate service improvements made as a result of feedback and to inform people of these changes and how they have contributed to reducing negative feedback, wherever possible.

Comments and Complaints Procedure

Step 1 – Contact us locally

In the first instance, contact the individual responsible or the manager of the service at the relevant location. All comments and complaints will be recorded at that location, together with the outcomes, and will be regularly reviewed by relevant senior managers and used to improve services.

If you are not satisfied with the initial response that you have received, the procedure is as follows.

Step 2 – If I am not satisfied

Contact the Chief Executive's Office, by letter, telephone, or by email

Chief Executive's Office

Action for Blind People

14 – 16 Verney Rd

London SE16 3DZ

Email: feedback@actionforblindpeople.org.uk

Tel: 020 7635 4800

It would really help us if you could clearly state:

- The reason for your comment or complaint
- Where and when it happened
- The name(s) of anyone involved (if known)
- What outcome you are hoping for
- Your contact details (name, address, daytime telephone number and/or email)

The Chief Executive will not, at this stage, be dealing personally with your request; however, his office will record and monitor all complaints to see they are dealt with promptly and in the appropriate manner.

Step 3 - What will happen next?

The Chief Executive's Office will acknowledge receipt within **2 working days**, detailing when you can expect a response.

It will then be forwarded to the relevant Director, who will undertake a full investigation of your comments or concerns.

We aim to send a full response to you within **10 working days** of receipt. If we are unable to do this we will contact you to explain the reasons for the delay.

If we have not had an opportunity to resolve the issues locally (as in step 1), we will ask the local service manager to contact you before we carry out the full investigation.



3

Resolution

Step 4 - What if I am still unhappy?

Contact the Chief Executive's Office who will direct your response to the Chief Executive. He will review the investigation and your concerns, and respond to you within **7 working days** of receipt.

Step 5 - If you still remain unhappy with the outcome of the investigation.

Please outline your points in writing to the Chairman of Action for Blind People's Board of Trustees at the address outlined above. The Trustees will review the findings of the investigation.

Since our Board of Trustee members are volunteers, your comment or complaint will be reviewed at the next available Board of Trustees meeting. Their decision will be final.

Please note that in the event of a complaint being upheld against an individual member of staff, it may become necessary for us to operate under internal processes such as our Disciplinary Policy that gives rise to confidentiality issues. In this event we may not be able to provide full details of any action that we have taken.

Thank you for taking the time to give us your feedback.