

## Complaints Policy

### **What to do if you want to make a complaint**

Dyslexia Cornwall is committed to providing good quality services. We recognise however, that we sometimes get things wrong or make mistakes. We do not look on complaints as unwanted - in fact, they may help us to see where our services or procedures might be improved.

So do let us know if you feel we have made a mistake or done something which you found unsatisfactory or unacceptable. Even if you do not think your particular concern amounts to a 'complaint' we would still like to know about it. You may help us to deal with something we would otherwise overlook.

### **Step 1: Contacting us**

The first step is to talk to a member of Dyslexia Cornwall staff. This can be done quite informally, either directly or by telephone. Usually, the best staff member to talk to will be the person who dealt with the matter you are concerned about, as they will be in the best position to help you quickly and to put things right. If they are not available, or you would prefer to approach someone else, then ask for their relevant line manager.

We will record your concern and if possible try to resolve the problem on the spot. If we can't do this, then we will arrange the best way and time for getting back to you.

This will normally be within five working days or we will make some other arrangement acceptable to you.

### **Step 2: Taking your complaint further**

We hope you will only feel the need to make a formal complaint as a last resort and that your complaint can be resolved informally.

However, if you do not feel comfortable with Step 1, or if you are still unhappy, the next step is to put your complaint in writing to the Chairperson of Dyslexia Cornwall, setting out the details, explaining what you think went wrong and what you feel would put things right. If you are not happy about writing a letter, you can always ask a member of staff/volunteer to take notes of your complaint. You should make sure you agree with what they have recorded and that they provide you with your own copy for reference. This record will be passed promptly to the Chairperson to deal with.

Once the Chairperson receives a written complaint, he/she will arrange for it to be fully investigated. Your complaint will be acknowledged in writing within five working days of receiving it and the letter will say when you can expect a full response. This should normally be within one month unless the matter is complicated, such as where other organisations need to be contacted. Where this is the case, we will still let you know what action is being taken and tell you when we expect to provide you with a full response.

### **Contact details**

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Operations and Funding Manager  
Dyslexia Cornwall

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### **Monitoring and review**

The Board of Trustees, will regularly review the operation of this policy.

**This policy has been approved and authorised by the Trustees of Dyslexia Cornwall.**

Signed:



Name: Barbara Hewett-Silk

Position: Chairperson

Date: 1 January 2020

Next review due: January 2020