

If you would like this leaflet in an alternative format, please contact us using the details below.

'Supporting, Enabling and Empowering'



Passionate
about
possibilities.



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**Compliments,
Comments
and Complaints**



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possibilities.**

At DIAL we are passionate about getting things right. We love to receive your compliments, we listen to your comments and complaints, take them seriously and use them to continuously improve our service.

You can make your comments by contacting us on:

- 01226 240273
- first.contact@dialbarnsley.org.uk

Or writing to us at:
DIAL, McLintocks, Summer Lane,
Barnsley, S70 2NZ

Making a complaint can be stressful, therefore we would always try to resolve a problem in a less formal way by talking through the issue. If this doesn't help or can't be done, then a formal procedure will take place.

We will not accept aggressive, abusive or unreasonable behaviour at any point during the complaint process.



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Complaints procedure

Stage 1 - Speak to the individual or their line manager about the issue

Stage 2 - Have a discussion with DIAL's Chief Executive Officer within 7 days

Stage 3 - If DIAL receives a formal written complaint, an investigation will be made within 28 days and a result will be given to the complainant

Stage 4 - If the complainant is not satisfied with the result, they can appeal to the DIAL Board of Trustees

Stage 5 - All complainants have the right to independent advice throughout

Redress - At any stage, a full written apology will be given to the complainant

If a third party is helping you with your complaint we will need your written consent to enable us to liaise with them.

A copy of our full complaints policy and procedure is available on request.