



**DYSPRAXIA
FOUNDATION**

Complaints Policy

Date	Revised By:	Summary
14.09.13	Board of Trustees	DF Organisational Policy: General



DYSPRAXIA FOUNDATION

COMPLAINTS POLICY/PROCEDURE

Any complaints made regarding the quality or level of service offered by the Dyspraxia Foundation and perceived to fall short of what can be reasonably expected should be made in the following way:

- 1 The complaint should be made in writing to the General Manager of the Dyspraxia Foundation, who will log it as an official complaint. The General Manager will then acknowledge the complaint in writing within 3 working days of receipt.
- 2 The General Manager shall, after consultation with the Chair, undertake to investigate the circumstances leading to the complaint.
- 3 The General Manager shall respond to the complaint within a reasonable time, which shall be within 8 weeks, either by giving information about the results of the investigation or of the progress to date of the investigation pending its final resolution.
- 4 The complainant shall have the right - if dissatisfied with the results of the enquiry – to put his/her case personally to the next Executive Committee Meeting of the Dyspraxia Foundation.
- 5 The Dyspraxia Foundation shall make a written response signed by the General Manager and the Chair to the complainant on completion of the investigations.
- 6 The Executive Committee shall be regularly informed by the General Manager of the number and nature of any complaints and the outcome.