

# **Sheffield Royal Society for the Blind**

## **COMPLAINTS POLICY**

The Sheffield Royal Society for the Blind prides itself on the quality of the services it provides for visually impaired people and in the integrity of its systems, staff and volunteers.

We recognise, however, that on occasions the quality of our work may be questioned, usually due to a genuine misunderstanding or unrealistic expectations but, on some occasions, due to an unforeseen failing in our systems, staff or volunteers. In all these circumstances we actively encourage people to advise us of their dissatisfaction so that we may address and resolve their specific complaint to their complete satisfaction. In addition, if appropriate, we will learn from the circumstances leading up to the complaint and take suitable remedial action.

In the event that anybody wishes to make a complaint regarding the quality of our service, a staff member or volunteer, in the first instance this should be addressed to Olwen Greensides, Assistant Manager.

If the complaint is not resolved to your complete satisfaction you may then refer the complaint to Steve Hambleton, General Manager, who will undertake a full review of the matter and notify the findings both verbally and in writing.

If at this stage the matter has not been resolved to the complete satisfaction of all parties an appeal may be submitted, in writing, addressed to "The Chairman", who will take appropriate action, including raising the matter at a full Board Meeting if considered necessary.

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The complaint should preferably be in writing but if this is not possible a telephone call is acceptable and if appropriate the person raising the complaint should be available for a meeting at our Mappin Street Centre or, if preferred, at an alternative venue. Any complaint will be fully investigated and a full explanation of the findings discussed verbally and confirmed in writing.

All complaints will be dealt with in a timely and professional manner giving due regard to all the circumstances. Whilst in most cases complaints will be addressed within two weeks there may be circumstances where this is not possible but we undertake to keep all parties fully informed of progress and the reasons for any delay in resolving the matter.

This policy only relates to complaints from visually impaired clients, their representatives, other organisations and members of the public. There are separate grievance procedures for our staff and volunteers.

P.W. Lee  
Chairman