

Sheffield Royal Society for the Blind/Rotherham Sight and Sound (SRSB/RSS) – Complaints Procedure

SRSB/RSS aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services, remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.

If you are not happy with SRSB/RSS please tell us. If you are unhappy about any aspect of our service, please speak to the relevant staff member, member of the Management Team or the Chief Executive Officer (CEO). If you are unhappy with an individual in the Organisation sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the staff member's manager or the CEO. Often, we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

Making a written complaint - If you are not satisfied with our response or wish to raise the matter more formally, please write to the CEO. (If your complaint is about the CEO, please write to the Chairman of the Board.) All written complaints will be logged. Alternatively, a written complaint can be emailed to info@srsb.org.uk.

You will receive a written acknowledgement within three working days. The aim is to investigate your complaint properly and give you a reply within 28 working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation. Finally, please also let us know if you are happy with the organisation's services.