



Full name of policy:	Complaints, Comments, Compliments Policy
Date of approval:	June 2019
Approved by: Signature Name Position	
Version Number	3
Date of next formal review:	June 2020

Name and post of person responsible	Becky Peates People and Policies Coordinator
Frequency of review:	Every 2 years
Dates of previous reviews:	
Policy Reference:	All policies can be located on the One Drive drive/Approved Policies folder
Total number of pages: (Including appendices and front sheet)	3



The Autism Group Complaints, Comments and Compliments Policy

The Autism Group (henceforth TAG) aims to provide its members, organisations and individuals with the best possible service.

However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what they might reasonably expect.

Your continued support and goodwill is greatly valued by us, and therefore if you have a complaint to make or any other comment or compliment, we would like you to tell us about it.

You can do this by contacting the Charity Manager (Tricia Kempton) or the People and Policies Coordinator (Becky Peates), either by:

Telephone – 07423 636339

Email – info@theautismgroup.org.uk

Writing a Letter – The Autism Group Registered Office, PO Box 2016, Chatsworth House, 29 Broadway, Maidenhead, Berkshire SL6 1LY

Compliments are passed on to the people concerned and we use your comments to help us improve what we do.

On receipt of a complaint the above will acknowledge your complaint, within 7 days of receipt, informing you of who is dealing with it and when you should expect a response. A copy of this letter will be sent to the chair of the Trustees.

We aim to deal with all complaints within a further 14 working days. The Charity Manager or People and Policies Coordinator shall undertake to investigate the circumstances leading to the complaint and communicate the outcome of this investigation to you within this time period. A copy of this letter will be sent to the chair of the Trustees.

If you are not happy with our response you can take your complaint further. Please inform either the Charity Manager or People and Policies Coordinator within 14 working days of receiving the response, stating what aspects of the response you are dissatisfied with and your desired outcome. It will then be investigated by a nominated panel from within the Board of Trustees and reviewed by the committee as a whole. Together they will carry out a thorough, independent review of your complaint and provide a response within 21 working days from the start of this stage of the process.

Where appropriate, TAG will make a written apology as well as taking whatever other action is deemed appropriate.



TAG respects the privacy of information supplied through the Complaints process and we use it to improve our services and resolve complaints only.

Complaints against colleagues which are considered to be in breach of our Safeguarding Policy will be dealt with according to our Allegation Management Policy.

Anonymous complaints will be considered under this policy and any anonymous complaint or comment that relates to vulnerable people or those that may be at risk will be investigated and acted upon immediately.

Information to be recorded

We will record the following information with regards to complaints:

- Number of complaints
- Issues complained about
- Name and address of complainant unless they wish to remain anonymous (stored in accordance with TAG Data Protection Policy and GDPR Audit)
- Responses to complaints, including length of response times
- Findings of investigations