

## **Calderdale D.A.R.T. Complaints Procedure (CLS Ref: G1.1)**

Calderdale D.A.R.T. aims to provide a quality service to all clients.

However we realise there could be occasions when clients feel the quality of service received falls short of their expectations.

In such cases it is important that complaints are made to D.A.R.T. so that they are investigated and any necessary action is taken to improve the service.

A complaint may be about the standard of service offered by D.A.R.T. or about an individual member of staff including the manager.

The following procedures are to be used to notify, register, investigate and resolve complaints.

1. You should contact the D.A.R.T. Manager personally by telephone or in writing to notify details of the complaint. (N.B if the complaint is about the Manager, the procedure would start at stage 3)
2. The Manager will try to resolve the complaint with you at the earliest possible opportunity and within 5 working days.
3. If you are still unhappy, you will be advised to complete a complaints form and this should be sent to the Chairperson of the Complaints sub-committee of Calderdale D.A.R.T. within 28 days.
4. Your complaint will be acknowledged within 14 working days of receipt.
5. The Chairperson will organise a Complaints sub-committee meeting to deal with the complaint within 28 days of its receipt.
6. The Complaints sub-committee will fully investigate the complaint. Sometimes they may request further information from you before making a decision.  
If you are on the telephone they may ring you.
7. Where it is not possible to deal with your complaint within 28 days, you will be notified of this before the 28 days has elapsed.
8. The Chairperson will inform you of the sub-committees findings.

9. If you are dissatisfied with the findings, you must notify the Chairperson of D.A.R.T. within 28 days who will refer your complaint to the full Management committee of D.A.R.T. who will investigate your complaint at its next scheduled meeting, or at a specially arranged meeting.
10. The Management committee will inform you of its findings within 7 days of the meeting.
11. When appropriate, a written apology signed by the Chairperson of D.A.R.T. will be sent to you and we will take any measures necessary to ensure the situation does not reoccur. This could include changes to policies and procedures, staff discipline and further training for staff.