

Customer Care Policy and Complaints Procedure

1. Purpose

This policy outlines how disAbility Cornwall & Isles of Scilly provides high-quality, responsive, and respectful services to our clients and stakeholders. It establishes our standards for customer care, the procedures for handling enquiries, feedback, and complaints, and reflects our commitment to inclusivity, fairness, and continuous improvement.

2. Scope

This policy applies to all employees, volunteers, Directors, contractors, and any representative delivering or supporting services on behalf of disAbility Cornwall & IoS. It includes procedures for general enquiries, formal complaints, feedback mechanisms, and interactions via phone, email, websites, social media, and written correspondence.

3. Policy Statement

We are committed to ensuring every person receives a consistently high standard of service. We treat all stakeholders with fairness, dignity, and respect. Our values drive a commitment to inclusion, client focus, and continuous service improvement. We welcome and learn from feedback and promptly address any concerns or complaints.

4. Responsibilities

- All staff, volunteers, and Directors: Responsible for delivering services to the standard outlined in this policy and recording and responding to feedback and complaints.
- Line Managers: Ensure their teams implement this policy and adhere to service standards.
- Governance & Compliance Officer: Receives, handles, and responds to complaints, following due process.
- Chief Executive: Has overall responsibility for ensuring the policy is followed and remains effective.
- Media & Communications Team: Manages online and social media feedback and ensures appropriate moderation and responses.
- Caldicott Guardian (caldicottguardian@disabilitycornwall.org.uk): Responsible for protecting the confidentiality of people's health and care information and making sure it is used properly. They provide advice and oversight on data sharing and patient information in line with national guidance.

5. Procedures

Includes Customer Care Standards, Responding to Online Feedback & Social Media, Enquiry Handling, Case Closure, File Review, Client Feedback.

Stage 1 – Informal Resolution: We are committed to resolving concerns fairly, quickly, and openly. We encourage feedback and aim to learn from every complaint. Most issues can be resolved quickly and simply by talking things through. We will aim to respond within five working days.

Stage 2 – Formal Complaint: A formal complaint should be made in writing and sent to the Governance & Compliance Officer. (Appendix A). The complaint will be reviewed by a senior manager who has not been involved before. A written response will be issued within ten working days.

Stage 3 – Final Review by Independent Panel: If still unresolved, the individual may request a final review. A panel of two or three Directors, uninvolved in earlier stages, will consider the case. A written outcome will be provided within fifteen working days.

Accessibility and Support: We are happy to provide information in other formats, and we will make reasonable adjustments to support disabled people needing assistance to use this process.

Learning and Improvement: All complaints are logged and reviewed by our Governance & Compliance Officer. We report complaints data to our Board each year to help improve our work and accountability.

6. Associated Policies and Legislation

- Data Protection and Confidentiality Policy
- Equity, Diversity and Inclusion Policy
- Health and Safety Policy
- Safeguarding Adults and Children Policies
- Disciplinary Policy
- Code of Conduct Policy
- Equality Act 2010
- GDPR and Data Protection Act 2018

7. Monitoring and Review

This policy is reviewed by the Governance & Compliance Officer and Internal Operations Lead annually, or sooner in response to legislative or organisational change. Updates will be approved by the CEO and communicated across the organisation.

8. Equality and Human Rights Statement

This policy has been reviewed for its impact on equality and human rights. It supports our organisational commitment to inclusion, diversity, and fairness for all employees and stakeholders.

Document Control				
Version	Date	Review Due	Author/s	Approved by
V2	July 2025	July 2026	Internal Operations Lead Governance & Compliance Officer	

Annex 1 – Complaints Form

Name:

Contact information:

Please describe your complaint:

What do you feel should or should not have happened?

What would you like us to do now?

Please complete this form and return it to:

Governance & Compliance Officer

disAbility Cornwall & IoS,

Units 1 G & H, Guildford Rd Industrial Estate,

Hayle, Cornwall,

TR27 4QZ

Email: hello@disabilitycornwall.org.uk