

RP22 - Resound Complaints Policy

Resound views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Resound knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Confidentiality

All complaint information will be handled sensitively, telling only the trustees and leadership team where necessary together with any relevant staff, following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Trustees although oversight of implementation of the Complaints procedure will normally be delegated to the Operations Manager.

Complaints Procedure

Contact Details for Complaints:

Written complaints may be sent to Resound at Blackhorse Road, Mangotsfield, Bristol, BS16 9BP or by e-mail at office@resoundbristol.co.uk.

Verbal complaints may be made by phone to 0117 3050969 or in person to any of Resound's Staff, members of the Leadership Team or Trustees at the above address or at any Resound events or activities.

Complaints made anonymously will be looked into but unless contact details are provided a response to the complainant will not normally be possible.