



Deaf Student Solutions Ltd.

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0800 622 6268 / 07376 081 417

Complaints Policy and Procedure

Key details

- Policy prepared by: Georgina Hindley
- Approved by: Daniel Rudd
- Policy became operational on: July 2019
- Next review date: July 2021

Deaf Student Solutions (DSS) view complaints as an opportunity to learn and to improve our services, as well as a chance to put things right for the complainant.

In the first instance complaints should be issued using either of the methods below:

Written complaints: post to Deaf Student Solutions Ltd, 379 Pensby Road, CH61 9NF
or by e-mail admin@deafstudentsolutions.com

Via DSS's website: in writing or via website: <http://deafstudentsolutions.com/contact-u>

Verbal complaints: by phone/text to 07376 081 417 or by calling 0800 622 6268. Alternatively, an appointment can be made to register a complaint in person with DSS office staff.

Policy Purpose

- 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 complaint's procedure ensuring people know how to contact DSS to issue a complaint
- To ensure all DSS staff know the procedure if a complaint is received
- To ensure all complaints are investigated fairly and in a timely manner
- To ensure complaints are handled in a professional and non-confrontational manner
- To ensure that complaints are, wherever possible, resolved and relationships repaired
- To gather information which helps us to improve our services

Definition

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of DSS.

Complaints may come from students, HEI staff, NMH or other persons/organisations that has a legitimate interest in DSS.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

DSS Complaints Procedure

Receiving Complaints

Complaints received by telephone or in person will be recorded by a DSS staff member, who will:

- Take note of the date of the complaint
- Take note of the nature and any other details of the complaint
- Take details of the complainant's name, address, telephone number and account reference number, where applicable
- Note down the relationship of the complainant to DSS (for example: student, NMH)
- Tell the complainant that we have a complaints procedure and issue them with a copy of this
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email to ensure DSS have a record in the complainant's own words
- Record dates and details of the action taken by DSS regarding the complaint
- Keep a record of all correspondence regarding the complaint

Stages

Stage 1

DSS aim for all complaints to be resolved at this stage and the complainant be satisfied with the outcome reached.

On receiving a complaint, a member of the DSS office staff will record it in the complaints log. An appropriate member of staff will further investigate it and take appropriate action.

Complaints should be acknowledged by the person handling the complaint within one week. The acknowledgement should say who is dealing with it and when the complainant can expect a reply. A copy of this complaints procedure should be attached.

Complainants should receive a definitive reply within four weeks. If this is not possible, because an investigation has not been fully completed, a progress report should be sent to the complainant with an indication of when a full reply will be given.

The final reply at this stage should describe the action taken to investigate the complaint, the conclusions from the investigation and any action taken as a result of the complaint.

Stage 2

If the complainant is dissatisfied with the outcome, they may request an escalation review by the Office Manager. In this instance a written request should be sent by post or email to:

Deaf Student Solutions

379 Pensby Road
CH61 9NF

E-mail admin@deafstudentsolutions.com

Complaints should be acknowledged by the Office Manager within one week.

Complainants should receive a definitive reply within four weeks. If this is not possible, because an investigation has not been fully completed, a progress report should be sent to the complainant with an indication of when a full reply will be given.

The reply to the complainant should describe the action taken by the Office Manager to investigate the complaint, the conclusions from the investigation and any action taken as a result of the complaint.

Stage Three - Appeals

An Appeal should be submitted in writing within 4 weeks of the complainant receiving the Stage 2 outcome. DSS will acknowledge receipt of an appeal within 1 week. An investigation will be conducted by the Company Director. DSS Company Director will contact the complainant directly if any further is required in order to conduct the appeal.

The Company Director will decide it is appropriate for the company to seek further external assistance for resolution.

If the complainant wishes to take the complaint further, they should contact Student Finance England as an ultimate point of appeal.

If a complainant wishes to appeal against a decision in relation to a registered Professional working with DSS, they may raise this with the appropriate registering body in line with their Code of Conduct and or Complaints Procedure:

NRCPD – National Register of Communication Professionals working with Deaf & Deafblind People

ASLI – Association of Sign Language Interpreters

RBSLI – Regulatory Body of Sign Language Interpreters

If the complaint appeal is against a member of DSS office staff, DSS may appoint an independent arbitrator to investigate or adjudicate on the matter.

Variation of the Complaints Procedure

The Company Director may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the director should not also have the director, as the person leading a Stage 3 review.