

# THE BUZZ

FOR DEAF YOUNG PEOPLE

## MAKING A COMPLAINT

If you've got a problem, or you're unhappy about something involving the National Deaf Children's Society, usually it can be sorted out by speaking to us. But if we can't put things right, then you can complain.

### YOU CAN COMPLAIN IF:

- you're unhappy about the way you've been treated
- you disagree with something that's happening
- you feel that nobody is listening to you
- you're unhappy about another organisation we work with.

### HOW CAN YOU COMPLAIN?

You can complain in lots of different ways:

-  in person
-  by phone: 020 7490 8656
-  online: [www.thebuzz.org.uk/complaints](http://www.thebuzz.org.uk/complaints)
-  in writing: Complaints, Participation Manager, Ground Floor South, Castle House, 37-45 Paul Street, London EC2A 4LS
-  email: [HaveYourSay@ndcs.org.uk](mailto:HaveYourSay@ndcs.org.uk)
-  video call: contact us by email to arrange a video call on FaceTime, Skype or Zoom.

If you'd rather chat to us using British Sign Language (BSL), you can send us a video or we can sort out a video call with a qualified BSL interpreter.

### WE BELIEVE YOU HAVE THE RIGHT TO:

- make a complaint
- appeal against a decision
- be listened to
- have your complaint looked into and sorted out as quickly as possible.

We value complaints and will use what you tell us to improve what we do and how we do it. You should feel free to complain without worrying that you'll be disadvantaged.

## WHAT CAN YOU EXPECT IF YOU COMPLAIN?

- The person dealing with the complaint will contact you for more info.
- They will tell you how the complaints process works.
- They will ask you what you want to happen.
- You'll be listened to and treated fairly.
- You'll be told what's happening with your complaint.
- You'll receive an update within seven days of making your complaint.
- When your complaint has been dealt with, you'll be contacted about the outcome and any action that will be taken.

If you're not happy with the result, you may be able to ask for your complaint to be looked at again.

## WHAT ARE THE POSSIBLE OUTCOMES?

- We may explain what happened.
- We may give you an apology.
- We may change our policies or procedures.
- The staff involved could be given training.
- The staff involved could face disciplinary action.

If you're unsure about anything, you can contact our participation manager by emailing [HaveYourSay@ndcs.org.uk](mailto:HaveYourSay@ndcs.org.uk) or visiting [www.thebuzz.org.uk/complaints](http://www.thebuzz.org.uk/complaints).