



National Development Team for inclusion

Complaints Policy Statement

The National Development Team for Inclusion (NDTi) strives to achieve a consistently high quality service for all customers (and anyone else who comes into contact with NDTi) and welcomes constructive suggestions for improvements that could be made. However, it is recognised that occasionally things go wrong or mistakes are made and it is important that there is a system to ensure that people's views are listened to and acted upon. Open discussion and action on issues raised should be encouraged to prevent them developing into problems and complaints.

When problems do arise which cannot be resolved informally people should be aware of the complaints procedure and the process followed to secure a resolution. This procedure is set out in the NDTi Complaints Procedure. A complaint is defined as any clear expression of dissatisfaction with the service provided which calls for a response.

It is important that people should feel enabled to bring complaints to the notice of NDTi and be confident that they will be dealt with - with consideration and courtesy. It is important that NDTi respond in the right way for example with an explanation or apology if something has gone wrong, or with information on any action taken. They should be viewed as an opportunity to improve systems and services.

Complaints will be dealt with in the strictest confidence. If other parties need to be informed this will be discussed with the person making the complaint. Where external mediation or independent advocacy might be of help, these can be sought and offered.

All complaints should be recorded, with details of findings, action and outcome.

The role of the NDTi Board is to monitor the number and level of complaints and to carry out an investigation in the event of a complaint being made against the Chief Executive. If a complaint is not resolved to the complainant's satisfaction an Appeal can be made to the NDTi Board.