

NDTi's View on Complaints (Easier to Read)

The National Development Team for Inclusion (NDTi) tries to do good work, but sometimes we get things wrong.



If this happens we want to learn from people so that we can put things right and make them better in the future.

If things do go wrong, we want people to tell us about it. If anyone needs help to tell us about a problem we will try to help them to find this (for example an advocate).



We will try to sort out problems and get back to people to tell them what we are doing about it as soon as we can.



While this is happening we will keep all information confidential. We will only tell others if the person who told us about the problem is happy for us to do this.



If a problem can't be sorted out straight away we will call it a **formal** complaint and keep written details of it.



The NDTi Board will look at the number and kind of formal complaints we get.