

Complaints Procedure

The Autistic Society Greater Manchester Area (operating as I AM) aims to provide its members and other stakeholders with the best possible service. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.

Your continued goodwill is greatly valued by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the member of staff concerned.

The more formal procedure outlined below is intended for use by members and other stakeholders who use I AM services, where informal communication has not resolved the problem.

This is what you should do:

The complaint should be made either in person or by telephone, letter or email to the Chief Executive Officer (CEO) who will acknowledge, in writing within ten working days, the receipt of any complaint. A complaint form is attached to make this easier but it is not compulsory to use this.

If the complaint is about a member of the management team, the complaint should be addressed to the Chair of Trustees (marked '*confidential*').

This is what I AM will do:

The CEO (or a member of the Trustee Board) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the CEO (or member of the Trustee Board) will agree any necessary further action with the complainant. The complainant may be accompanied or supported by a friend, but not a legal representative, at any face-to-face interview or discussion.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of three Trustee Board members, which will include at least one Honorary Officer.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible within the I AM Complaints Policy / Procedure.

The CEO (or Chair) will keep the Trustee Board informed of the number and nature of complaints, and the outcomes. S/he will report to the Board on this at least annually.



Complaints Procedure Review Date: December 2009

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Reviewed and amended Mar 21





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Complaints Form

This form is to be used if you have a complaint or concern about an issue arising from one of the services or projects which I AM has provided which has not been resolved by the member of staff concerned or if you have a complaint or concern about a member of staff

| | |
|---|--|
| Name | |
| Address and post code | |
| Telephone number (optional) | |
| Email address (optional) | |
| Date on which problem occurred | |
| Nature of complaint/concern (Please continue on separate sheet if necessary) | |
| Signed and date | |
| For Office use only | |
| Date complaint received and who by | |
| Action taken (Please continue on separate sheet if necessary) | |
| Signed and date | |

Details of contacts of staff and trustees can be obtained from the I AM office or our website, <https://i-am-autism.org.uk>.

