



Complaints Policy

Policy

Living with Aphasia recognises that that we sometimes get things wrong. Your feedback will help us to resolve mistakes faster and learn how we can do things better to improve quality and service we offer. The welfare of people who come into contact with *Living with Aphasia* is of paramount importance to us and we aim to treat people in a fair and reasonable manner.

Procedure

You can make your complaint using your preferred method and format of communication. *Living with Aphasia* will also arrange appropriate support, translation or interpretation services to ensure equal access to this procedure for all. You may seek support from a relative, friend or advocate.

Any complaint needs to be addressed with the mentor trustee in the first instance. If the mentor is the person who the complaint is against then the matter should be referred to another person from the board of trustees.

We will acknowledge your complaint within five working days of receipt and we will tell you who will be dealing with the matter and when you can expect a full response.

Wherever possible, *Living with Aphasia* will respect your confidentiality and keep your complaint confidential as far as possible. Any information about the complaint will usually only be shared with those who need to know in order to help resolve it. There may be occasions, however, when *Living with Aphasia* cannot provide absolute confidentiality. This may arise, for example, in circumstances where a child or vulnerable adult may be at risk of harm. In these circumstances *Living with Aphasia's* safeguarding procedures will take precedence over this procedure and any relevant information will be shared with others concerned in the safety and welfare of service users.

We will handle information in line with General Data Protection Regulations.

Monitoring and Review

The Trustees will review the operation of this policy every two years. The chair of the trustees has the responsibility to ensure that this is completed.

Our complaints policy was last updated on 25.10.18.