

DAAS Complaints Policy

POLICY STATEMENT:

A complaint is any expression of dissatisfaction justified or not, about any aspect of DAAS and the services it provides made by a service user, family member or professional.

This policy does not apply to staff who wish to make complaints. They would do so in line with the DAAS Grievance policy.

In accordance with the commitment of DAAS to provide Quality Service provision, it is the policy of DAAS to respond and take seriously all complaints made by service users or professionals who have contact with the Service. It is also key to ensure that any complaints and resultant learnings are shared appropriately within the organisation to improve practice. It will however be the aim of anyone receiving, hearing or actioning a complaint to de-escalate and resolve matters at the earliest possible point.

To whom this policy applies: Clients, partner agencies and funders (for reference purposes). Staff team who may be receiving a complaint.

A complaint can be made:

By telephone: 01246 206514

By email: admin@daas.uk.com or elaine.handley@daas.uk.com

By post:
The Service Manager
Derbyshire Alcohol Advice Service
1st Floor Dents Chambers
81 New Square
Chesterfield
S40 1AH

Timescales for making a complaint

Complaints must be made not later than:

- Twelve months after the date on which the matter which is the subject of the complaint occurred; or
- Twelve months after the date on which the matter which is the subject of the complaint came to the notice of the complainant.

All complaints will be acknowledged and the complaints process followed.

Reviewed February 2019	Elaine Handley	Service Manager
14/03/2019	Approved by Board	