



A guide to Deaf Connexions complaints procedure

Deaf Connexions is committed to providing high quality services to all our customers and aim to continuously review and improve those services.

We welcome and encourage feedback and comments on the services we provide, and we are mindful that there may be times when you may be unhappy about a service we have provided and if so we want you to tell us. Without your feedback we cannot improve.

So if you are not satisfied and want to complain this is what you can do:

How it works

If Deaf Connexions receives a complaint about a service we try to resolve things as soon as possible and to the satisfaction of the person making the complaint.

In Deaf Connexions the Service Manager acts as Complaints Co-ordinator. They are responsible for making sure that all complaints are dealt with.

How to make a complaint

If you are not happy about a service you receive it is usually best to complain to the Service Manager who will do their best to sort out the problem as quickly as possible. Often things are resolved at this stage.

You can do this in person or by contacting us by letter, phone, fax, minicom, mobile or e mail. All these contact details are at the end of this document.

If you are not able to do this yourself you can ask someone to help you do this

If you are not satisfied with the outcome

Most complaints will be resolved quickly , however if you are not satisfied you will need to let us know why and we will investigate your complaint further and this may involve other people who help us deal with such matters.

Deaf Connexions respects the confidentiality of people who use our services and we will therefore only disclose confidential information with the permission of the individual person or organisation making the complaint

The next step

Deaf Connexions will investigate the complaint further. If the complaint is about an individual we will discuss this matter with them and we will notify you of the results by letter within 30 days.

If things are still not resolved the complaint can be referred to Norfolk County Council Social Services who are the nominated body to deal with such matters.

If matters are still not resolved complaints regarding professional issues involving Language Service Professionals can be referred to CACDP.

We want you to be satisfied with our services

We will do everything we can to put things rights and this may involve reviewing our procedures in order to stop such problems happening again.

We want to get things right and we value all feedback from our customers.

If you feel we do something really well we would like to hear from you too.

How to contact us;

Address : Unit 14 Capitol House, 2-4 Heigham Street,
Norwich NR2 4TE

Telephone :

Voice/Fax : 01603 660889

Minicom : 01603 661113

SMS : 07932069352

E mail : deafconnexions@btconnect.com.