**AbilityNet is a charity with over 20 years** **of assessment experience and our commitment is to provide high-quality customer focused support to our clients. We hope that there would be no complaints about our service delivery but in the unlikely event that you do need to raise a complaint, we have a complaints procedure for your convenience – see below.**

**Please Note:**

* If your complaint refers to dissatisfaction with your funding body (Student Loans Company, NHS or Research Council), then you must contact them directly, AbilityNet provides the DSA needs Assessment; your funding body administers the way that your funding covers your equipment and study support
* If your complaint refers to your Higher Education Institute (HEI) then you must contact them directly via your Disability Adviser in the first instance.
* If your complaint refers to dissatisfaction with your assistive technology training provider, equipment provider or non medical helper provider then you must contact them directly.

**Process:**

1. To enable a thorough investigation to resolve the matter the complaint should be made within 8 weeks of the actions/lack of actions that prompted the complaint. This should be raised in writing to [dsa@abilitynet.org.uk](mailto:dsa@abilitynet.org.uk) by completing AbilityNet’s complaint form below and include:
   * Your name and contact details
   * The nature of the complaint
   * The remedy being sought
   * The preliminary steps already taken (if any)
2. Your complaint will be acknowledged via email within 1 working day of your submission by a member of the DSA Team

A written record of the complaint will be noted on our complaints log, along with any action that has been/will be taken.

1. Within 2 working days of your submission you will be emailed with an update by a member of the DSA Team of the action that has been carried out or will be carried out to investigate your complaint. We aim to provide a response and work towards a resolution of your complaint within 7 working days. If it is likely to take longer than 7 days, we will inform you of this.

Depending on the nature of the query it will be dealt with by one of the following members of staff –

* Administration Team Manager – Level of service, Customer Satisfaction
* DSA Centre Manager – Assessor, Quality of Assessment, Recommendation Validity or Appropriateness, Report issue

1. Once a response has been provided to your complaint if you should feel the issue is unresolved or you would like to appeal against the response and/or decision you can respond to the formal response via email, marking it for the attention of the Service Delivery Manager, who will then review the complaint and investigation and provide a response within 5 working days.
2. If you still feel dissatisfied with the outcome to your complaint you can raise this further with the Disabled Needs Assessment auditing body, Quality Assurance Group (QAG) via the details below –

**Telephone:** 0141 227 6771

**Email:** [administration@dsa-qag.org.uk](mailto:administration@dsa-qag.org.uk)

**Address:**

DSA-QAG

Central Chambers, Suite 350, 4th Floor

Hope Street, Glasgow, G2 6LD

Further details about this procedure can be found on the DSA QAG website: <https://dsa-qag.org.uk/students/complaints>

1. **General Principles:**
   1. AbilityNet is committed to ensuring that we provide a high quality support service. However, there may be occasions when an individual may feel that they have cause for complaint. In this context a complaint is defined as an expression of dissatisfaction either about the service or facilities provided by AbilityNet or about actions or lack of actions by AbilityNet, its staff or self-employed contracted staff.
   2. AbilityNet will seek to ensure that all complaints are handled in a professional and non-confrontational manner. It will seek to deal with complaints promptly, with fairness and consistency and with due regard to relevant legislation.
   3. If a complaint is found to be justified AbilityNet will take such action as to provide such remedy as may be appropriate and will do so promptly. If a complaint is not upheld the reasons will be communicated to the individual.
   4. Those who make the complaints will be dealt with confidentially and with respect of their privacy. However, it may be necessary to disclose information to others in order to deal with the complaint fully and in these circumstances the parties concerned will be informed of such disclosure.
   5. Individuals will not suffer any disadvantage or recrimination as a result of making a complaint in good faith.

**Complaint Form**

Please use this form to tell us about your complaint.

| **Your details** | | |
| --- | --- | --- |
| Surname: | | Title: |
| First name/s: | | |
| Address (for writing to you): | | |
| Daytime phone: | Mobile: | |
| Home phone: | Email: | |

| **Describe the nature of your complaint** *(please continue on separate sheet if required)* |
| --- |
|  |

| **Date of incident** |
| --- |
|  |

| **Any additional comments** *(please continue on separate sheet if required)* |
| --- |
|  |

|  |  |
| --- | --- |
| Your signature: | Date: |

| **AbilityNet office use:** | |
| --- | --- |
| Received by: | Date: |

Once you have completed this form email it to [dsa@abilitynet.org.uk](mailto:dsa@abilitynet.org.uk) or post to our DSA team. If you are unsure of the contact details please ring our Freephone number: 0800 269545 for further information.