



## Devon Information, Advice and Support

### Compliments, Comments & Complaints Procedure/Policy February 2015

#### **We strive to improve our service. We need to know what you think.**

We welcome compliments, comments, complaints and constructive criticism, because they help us identify what we do well and where we need to improve.

Our aim is to provide accessible tools through which you (all service users) can communicate your views about our service.

#### **You can tell us by:**

- Completing the questionnaire on our website: [www.devonias.org.uk](http://www.devonias.org.uk)
- Emailing us at [devonias@devon.gov.uk](mailto:devonias@devon.gov.uk)
- Telephoning us on 01392 383080
- Writing to us at DPPS, Great Moor House, Bittern Road, Sowton, Exeter, EX2 1NL
- Completing evaluation forms at training events
- Giving us feed back when DIAS Volunteer has worked with you.
- A face to face appointment.

If you indicate that you want a reply we will gladly respond.

#### **Complaints Procedure**

If you have a complaint about a DIAS Officer or Volunteer or the service that you have received, we would like to resolve the issue at the earliest opportunity. We suggest that you follow these steps.

**Step One** We hope that most things that you are concerned about can be resolved quite easily by discussing them with the DIAS Officer at the earliest opportunity.

**Step Two** If the matter has not been resolved or you are not satisfied with the response from your DIAS Officer you can discuss the matter with the DIAS Liaison officer Sue Brealey, on 01392383080.

**Step Three** If you are still not happy that the matter is resolved you should contact the [Devon County Council Customer Relations](#)

#### **Complaints, comments and compliments about another service.**

There are different routes for expressing your views about school, the Local Authority, NHS, etc. The first step would be to discuss your intention with your DIAS Officer. They will inform you of the appropriate channel and may support you with the process.

Complaints, constructive criticism, comments and compliments are ways in which the quality of any service is maintained and developed.