

## COMPLAINT DETAILS

What happened?

**Deaflink**  
**11 Tankerville Place**  
**Newcastle upon Tyne**  
**NE2 3AT**



[admin@deaflink.org.uk](mailto:admin@deaflink.org.uk)



**0191 281 2314**



**07897 329 359**

**Website**

[www.deaflink.org.uk](http://www.deaflink.org.uk)

The complaint policy is available upon request and on our website.

If you want a copy with larger print or in BSL then please contact us.

Deaflink North East is a Company Limited by Guarantee, registered in England and Wales; Company No. 7982375; Charity No. 1147237. Registered address above.

Not happy with our service?



Complaint Form

The Deaflink logo consists of three stylized human figures in red, yellow, and blue, positioned above the word 'Deaflink' in a bold, yellow, sans-serif font, all set against a dark purple background.

**Deaflink**

Deaflink wants to encourage suggestions as to how its services could be improved, and wants feedback from users.

Any complaint about any aspect of the organisation will be taken seriously and processed according to the procedures set out below. The aim of the procedure is

- To investigate concerns in a fair and open manner
- Wherever possible, to resolve concerns to the satisfaction of the complainant
- To identify and apply any lessons from the circumstances and substance of the complaint.

Deaflink defines a complaint as:

**"an expression of dissatisfaction, however made, about the standard of service, policies of the service, behaviour of staff, actions or lack of action by service members or staff affecting an individual or group."**

## NOT HAPPY? What you can do ....

### 1] INFORMAL

Try to speak to the person responsible or their line manager. If that is not possible or you are not happy with the reply then complain.

### 2] COMPLAIN

provide clear details of your complaint either using the form attached to this leaflet or in any other way you would prefer and send it to the Manager. (if the complaint involves the Manager then please address it to the Chair of Deaflink)

### COMPLAINT PROCEDURE

A complaint must be made within 3 months of when the problem happened.

Your complaint should be sent to the Manager. If the Manager is not available then a senior staff member, will take detail and will pass the complaint on to the Manager as soon as possible.

The Manager will either investigate or delegate this task to another, relevant person. They will write to you and explain what will happen and when.

If you want information in BSL then please ask but they will need to give you paper copies for your reference.

## YOUR DETAILS

Name:

Address:

Text/SMS:

Email:

Phone:

## COMPLAINT DETAILS

What was the date and time?

Deaflink staff members involved? who?

Was anyone else there who saw it?

Please turn over