



## Complaints Policy

This Complaints Policy applies to *students in receipt of Disabled Student's Allowances (DSAs)* who have contracted their Non-Medical Help (NMH) support services from *Working Well With Autism*.

Please note that the usage of 'you' in this Complaints Policy refers to the *student* and the usage of 'we' refers to *Working Well With Autism*.

*Working Well With Autism* are determined to provide you with a high level of service at all times and we pride ourselves on our person-centred collaborative practice. We do recognise, however, that things sometimes go wrong in any working relationship, and we are committed to putting it right whenever this happens. So, in the first instance, we urge you and your Non-Medical Help (NMH) support worker to try to resolve any issues between them.

If you are still not satisfied, however, please contact us with your complaint.

We will listen to you and endeavour to see your complaint from your viewpoint. We will treat your complaint fairly and objectively; we are not interested in judging or blaming but in resolving problems and moving beyond them.

This is our complaints handling process:

Stage 1. If you have a complaint or are dissatisfied in any way please contact us:

Telephone: 01752 283953

Text: 07879 457268

Email: [info@workingwellwithautism.org](mailto:info@workingwellwithautism.org)

In writing: Working Well With Autism, 2 St Maurice Road, Plymouth PL7 1JS

Please mark all communications with the word 'complaint' to ensure it is managed through the proper channels.

Stage 2: From receiving your complaint a designated team member will contact you within 1 working day to confirm receipt, except if you want us to reply in writing, when we will respond within 3 working days

Stage 3: One of our 4 Directors, who has no personal involvement in or connection with the complaint, will investigate and offer a provisional resolution. We will contact you again within 5 working days from the date of our response in Stage 2

Stage 4: If you are still dissatisfied with our proposed resolution, you can contact your Disability Adviser at your Higher Education Institution, and they may offer to mediate between us in trying to resolve your complaint

Stage 5: If you remain dissatisfied, you may wish to take the matter further with your funding body. We can provide you with contact details of your funding body on request.

Stage 6: If your complaint remains unresolved, the ultimate point of appeal for student DSA related complaints is: DSA-QAG, Centrum House, Sixth Floor, 38 Queen Street, Glasgow, G1 3DX. Tel: 0141 548 8006, [administration@dsa-qag.org.uk](mailto:administration@dsa-qag.org.uk)

*Working Well With Autism* are also required to maintain a complaint log in line with *Standard 1.11 The NMH provider will have a suitable complaints procedure in place* of the NMH Quality Assurance Framework V1.5 of 01 May 2017 (which forms the 'contract' between *Working Well With Autism* and SFE).

*Working Well With Autism* are obliged to maintain the following information as part of their complaint log:

1. The student's name and account reference
2. Date of the complaint
3. A flag to indicate if the complaint is "open" or resolved
4. Nature of the complaint
5. Record (including dates) of *Working Well With Autism*'s response and any actions taken.
6. Record of subsequent correspondence or discussions with the student.

You will have full access to this record of complaint throughout the complaints process.