

COMMENTS

COMPLAINTS

COMPLIMENTS

**The NAPB is committed to working in partnership to deliver and implement a local autism strategy.**

The NAPB cares about the experience you have with us. When you tell us what you think it helps us identify good practice and what needs to be improved.

The NAPB is a partnership of statutory bodies, autistic people, families, carers, voluntary organisations and service providers. We value your feedback on any aspect of the partnership and how we work together to deliver the local autism strategy.

COMPLIMENTS

If you would like to compliment a member of the NAPB or the work the NAPB does, you can do this by emailing [autism@norfolk.gov.uk](mailto:autism@norfolk.gov.uk).

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COMPLAINTS

If you have tried to informally resolve a concern about the NAPB or its members and wish to take your concern further, you can make a complaint by emailing [autism@norfolk.gov.uk](mailto:autism@norfolk.gov.uk).

### **You cannot submit a complaint if:**

- You raised a concern orally and it was resolved by the end of the next working day.
- You are a member of the Norfolk Autism Partnership Board or one of its working groups. Please refer to the NAPB Standards Section 14: Volunteering Problem Solving.
- You have already raised a complaint that is being considered under the complaint process.
- Your complaint has been or is being investigated by an Ombudsman.
- If legal action is underway.

### **Confidentiality**

Complaints made to the NAPB will be treated in confidence. The administrator will only pass the details of the complaint to those NAPB members and partner organisations who need to know in order to investigate it.

Confidentiality cannot be guaranteed where a vulnerable person is considered to be at risk and Norfolk County Council's safeguarding procedures apply. In these circumstances the NAPB may have to share the information with the relevant council departments or other external agencies. Those who make their complaint public in the media may forfeit their right to anonymity and the right to confidentiality.

# Complaint Process

The NAPB finds that most concerns can be resolved informally. However, we recognise there may be times when you wish to raise a complaint.

Our complaints procedure is designed to resolve your complaint quickly and fairly. Where a complaint is particularly complicated and requires extensive investigation, complainants will be informed as to how long the process will take, and when they can reasonably expect a final response.

The NAPB Engagement Working Group has the discretion to decide whether a complaint falls within the scope of the complaints process. It may decide that a complaint or representation can best be dealt with using a different route, i.e. restorative meeting or other related processes through available partner

## Stage 1

To raise a complaint please write to [autism@norfolk.gov.uk](mailto:autism@norfolk.gov.uk):

- Advise what steps you have already taken to resolve the concern informally.
- Advise what you would like to see as an outcome. This could simply be recognition of how an issue made you feel and acknowledgement that a something is in place to ensure it does not happen again.

The autism administrator will confirm receipt of your Stage 1 Complaint within 10 working days advising the next steps and timeframes.

The NAPB seeks to resolve Stage 1 complaints within 20 working days.

## Stage 2

If you are not satisfied with the initial response, please write to [autism@norfolk.gov.uk](mailto:autism@norfolk.gov.uk).

- Advise why you are not satisfied with the outcome from the Stage 1 process.
- Confirm what you would like to see as an outcome.

The autism administrator will confirm receipt of your Stage 2 Complaint within 10 working days advising the next steps and timeframes.

The Board seeks to resolve Stage 2 complaints within 30 working days.

The Boards' decision is final.

