

## **Norfolk Autism Partnership Complaints, Compliments and Comments**

The Norfolk Autism Partnership is committed to working in partnership to deliver and implement a local autism strategy.

The Norfolk Autism Partnership cares about 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 Norfolk Autism Partnership Board is a partnership of Autistic people, Families, Carers, Voluntary organisations, statutory bodies and service providers. We value your feedback on any aspect of the partnership and how we work together to deliver the local autism strategy.

If you would like to send a compliment, complaint or comment please do so by the methods below:

### **Compliments**

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

### **Comments**

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

### **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 formal complaint by emailing [contact@norfolkautismpartnership.org.uk](mailto:contact@norfolkautismpartnership.org.uk)

You cannot submit a complaint if:

- You have 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 Norfolk Autism Partnership Volunteering Problem Solving if this is the case.

- You have already raised a complaint that is being considered under the complaints process
- Your complaint has been or is being investigated by an Ombudsman.
- If legal action is underway

## **Confidentiality**

Complaints made to the Norfolk Autism Partnership will be treated in confidence. The Norfolk Autism Partnership Coordinator will only pass 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 ASD Helping Hands safeguarding procedures apply. In these circumstances the NAPB may have to share the information with relevant departments outside of the NAPB. Those who make their complaint public in the media 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 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 be best dealt with using a different route, i.e., restorative meeting or other related processes available through a partner.

## **Stage 1**

To raise a complaint please write to [contact@norfolkautismpartnership.org.uk](mailto:contact@norfolkautismpartnership.org.uk) :

- Advise us 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 acknowledge that something is in place to ensure this does not happen again.

The Norfolk Autism Partnership Coordinator will confirm your stage 1 Complaint within 10 working days advising on the next steps and timeframes.

The NAPB seeks to resolve stage 1 complaints within 20 working days from acknowledgment of the complaint.

## **Stage 2**

If you are not satisfied with the initial response, please write to [contact@norfolkautismpartnership.org.uk](mailto:contact@norfolkautismpartnership.org.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 Norfolk Autism Partnership Coordinator will confirm receipt of your complaint within 10 working days and advise on next steps and timeframes.

The Norfolk Autism Partnership Board seeks to resolve Stage 2 complaints within 30 working days from acknowledgment of the stage 2 complaint.

The Norfolk Autism Partnership Board's decision on Stage 2 complaint is final.