

compliments
complaints
comments



bid services

Working in partnership with deaf people to provide high quality services and opportunities that enable deaf people and the other communities that we work with to have broader choices and more control over their lives.

how you can help

bid services is constantly seeking to improve its service and we welcome your feedback. You can give your feedback by making a...

» compliment » comment » complaint

This leaflet will show you how...

To pay a compliment, pass on a comment or make a complaint you can...

» Ask at reception for a comment form

A member of staff can help you to fill in the comment form — just ask!

» Put your completed comment form in the comments box at reception or send it direct to the Chief Executive Officer or...

» Record your comment onto video or DVD

If you want help with this please ask to book an appointment.

» If you need an interpreter at any point we can provide one. You can bring a friend if you want.

We are very happy to receive your compliments, comments and complaints – and suggestions – as this helps us to improve our service to you. Your feedback is very important to us.

if you have a complaint

1 talk it through

If you want to make a complaint this leaflet sets out clear steps that you can follow.

2 making a formal complaint

You are free to withdraw your complaint at any time if you want.

3 investigating your formal complaint

bid services' complaints procedure is **confidential** and the details of your complaint will only be discussed with those people who need to know.

4 reviewing your formal complaint

1. talk it through (informal complaint)

- » Talk about your informal complaint with a member of staff.
- » Don't leave it longer than a month to talk about it.
- » The member of staff will write down a short report about your informal complaint and send it to a manager.
- » Once you have talked it through you may feel satisfied and may not wish to pursue the matter any further.
- » Your informal complaint will be sent to a manager who will write to you within 10 working days.

If you are still unhappy you can send us a formal complaint...

2. making a formal complaint

- » Ask at reception for a complaint form to fill in.
- » A member of staff can help you if you wish.
- » You can record onto DVD or video or any other means you prefer.
- » Send your formal complaint to the Chief Executive Officer (CEO) or put it in the comments box in reception.
- » The CEO will acknowledge receipt of your formal complaint within 5 working days.

Please note that we cannot respond to anonymous complaints or complaints that contain offensive language.

Your formal complaint will now be investigated by bid services...

3. investigating your formal complaint

- » The CEO will ask a senior manager to appoint an officer who will carry out an investigation and produce a report.
- » The investigating officer will discuss the complaint with you and with anyone else involved.
- » The investigating officer will send their report to the senior manager.
- » The senior manager will write to you within 20 working days of receipt of your formal complaint to tell you the outcome.
- » If there is a delay in processing your complaint we will let you know.

If you disagree you may appeal against the decision...

4. reviewing your formal complaint

- » If you disagree you need to write to the CEO within 10 days of receiving the senior manager's decision.
- » Within three weeks the CEO will appoint two other people to join him/her on a review panel.
- » The panel will arrange to meet you and anyone else involved to discuss the matter further.
- » The panel will make a decision and recommendations for any further action.
- » The CEO will write to you within 7 working days of meeting you to inform you of the decision.

The decision of the panel is final and will end the complaints procedure.



care management



community services



employment service

bid services

provides high quality services that meet the needs of Deaf, deafened, deafblind and Hard of Hearing people.

As a people driven organisation our philosophy is to support and empower people and work with them on a one to one basis to improve quality of life for our service users.



INVESTOR IN PEOPLE



Registered Office BID Services, Deaf Cultural Centre, Ladywood Road, Birmingham, B16 8SZ

Tel 0121 246 6100 Text 0121 246 6101 Fax 0121 246 6125 Email info@bid.org.uk

Patrons Jeff Banks, Dr. Carl Chinn, Ed Doolan, Cllr. Ian McArdle, Nick Owen, Llewela Bailey, Paul Scott-Lee QPM DL

BID SERVICES Registered in England Charity No. 1053184 Company Ltd. by Guarantee No. 3124204 www.bid.org.uk