



CORE GOVERNANCE AND POLICY FRAMEWORK

Complaints Policy

Purpose

Dinas Integration Services CIC welcomes feedback and is committed to responding fairly and transparently to complaints.

What Is a Complaint?

A complaint is an expression of dissatisfaction about:

- Services
- Staff conduct
- Volunteer conduct
- Communication
- Decisions made by the organisation

How to Make a Complaint

Complaints may be made:

- Verbally
- By email
- In writing
- Through an advocate or representative

Our Commitment

We will:

- Listen respectfully
- Respond fairly
- Maintain confidentiality where possible
- Investigate concerns appropriately
- Aim to respond within reasonable timescales
- Use feedback to improve services