

## Compliments, Comments and Complaints

We are always looking at and improving our service to make sure families get the support they want and need. We use day to day feedback, complaints and compliments to shape the service we provide and are keen to hear from all our users and stakeholders, whatever the issue.

### Day to day feedback, comments and compliments

We gather feedback from the people who use our services every day.

Users can:

- Fill out our feedback form. The link to this is sent to every enquirer that we contact by email. A link to the form can also be found on many pages of our website and in our termly newsletter.
- Respond to one off surveys about aspects of our work, such as the enquiry line service and our information and training.
- Call or email us directly, using the main number and email address.
- Complete evaluation forms after training events and workshop sessions
- Give us verbal feedback after support from a DiAS volunteer or a member of staff.

### Complaints

If you are unhappy with our service, we will do all we can to try to resolve the issue quickly. We will investigate your complaint and explain the outcome of our enquiries to you.

We view complaints as an opportunity to reflect on the work we do and the way we provide our service. We welcome the opportunity to hear from service users and stakeholders.

### Complaints about a member of staff or our service

If you have a complaint about a member of DiAS staff, or the service that you have received, make a complaint following these steps.

1. Talk to the member of staff or volunteer directly, raising your concerns. Most things can usually be resolved this way.
2. If the matter has not been resolved, or you are not satisfied with the response from the individual member of staff, contact Sue Brealey or Amy Jones. Sue and Amy are the joint DiAS leads for the service. You can reach them by calling 01392 383080 or emailing Sue.Brealey@devon.gov.uk or amy.carey-jones@devon.gov.uk.
3. If you are still not satisfied that the matter is resolved, or the complaint is about Sue Brealey or Amy Jones, contact the Devon County Council Customer Relations team.  
Email: customer.relations@devon.gov.uk  
Call: 0800 212 783  
Or you can write to: Customer Relations Team, County Hall, Topsham Road, Exeter. EX2 4QD

## Complaints about a volunteer

1. If you know who it is, contact the DiAS enquiry line member of staff who organised the volunteer support, raising your concerns. Most things can usually be resolved this way.
2. If the matter has not been resolved, or you are not satisfied with the response from the individual member of staff, contact one of the service managers. They are Sue Brealey and Amy Jones. You can reach them by calling 01392 383080 or emailing Sue.Brealey@devon.gov.uk or amy.carey-jones@devon.gov.uk.
3. If you are still not satisfied that the matter is resolved, or the complaint is about Sue Brealey or Amy Jones, contact the Devon County Council Customer Relations team.  
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### Please remember

In all of your dealings with us, all our staff and volunteers deserve to be treated with kindness and respect.

## How we use feedback and complaints

We use feedback in the following ways:

- To identify training needs or gaps for staff and volunteers
- To develop new or revised services – by discussing feedback with our staff, reference group, stakeholders and strategic contacts
- To reflect on our processes and policies and change them as needed
- To identify trends and themes both locally and nationally and use these to influence wider practice

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