

COMPLAINTS HANDLING POLICY

Our policy

The National Autistic Society is committed to providing the highest levels of care to all our customers. If you are in any way dissatisfied with our products or services, then please let us know as soon as possible. This will help us to continually improve our service to you.

What to do if you have a complaint

Please contact us at the following address, detailing the nature of your complaint. We would ask you to provide your contact details, and indicate your preferred method of communication, e.g. telephone, email.

For complaints regarding our training and consultancy products and services:

The National Autistic Society
Training & Consultancy Department
1st Floor, Central Chambers
109 Hope Street
Glasgow G2 6LL
T: 0141 285 7117
E: training@nas.org.uk

For complaints regarding our conferences:

The National Autistic Society
Conference Department
6th Floor, Castle Heights
72 Maid Marian Way
Nottingham NG1 6BJ
T: 0115 911 3367
E: conference@nas.org.uk

Our complaints procedure

- Complaints can be made by letter, email or telephone.
- We will acknowledge receipt of your complaint, using your preferred method of communication, within five working days.
- We take all complaints seriously and aim to address your concerns thoroughly, promptly, and politely.
- Complaints should normally be directed to the member of staff with whom you have been dealing in order to allow them to explain what actions have been taken and to help resolve your concerns. If you prefer, you may ask for the name of their line manager and direct your complaint to them.
- We aim to resolve all customer complaints as quickly as possible. The length of time will depend on the issues involved. If it is not possible to reach a prompt conclusion, we will contact you with an explanation, and set out expected timescales by which matters should be resolved.
- Any correspondence will be treated in confidence. An exception will be made in the event that a third party is implicated by your complaint, and we need to discuss the details of your issue with them in order to reach a satisfactory conclusion.
- We aim to resolve all our customer complaints internally. If, however, you are not satisfied with the outcome of our complaints procedure, then please contact the Charity Commission. They have an online form which can be completed at <http://forms.charitycommission.gov.uk/contact-us/general-enquiries/report-a-concern-about-a-charity/>.

Accept difference. Not indifference.

