

## **Complaints**

Diverse Little Colours (DLC) strives to ensure the satisfaction of all individuals we serve. We believe in consistently delivering high-quality services tailored to meet your needs. However, if you feel we have fallen short of your expectations, we encourage you to provide feedback. A feedback submission is an opportunity to express any concerns or suggestions you may have regarding your experience with DLC. To maintain and enhance the quality of our services, DLC has established a procedure to effectively address and respond to your feedback.

The formal feedback process consists of two stages. The initial stage aims to resolve any issues locally, with the goal of resolving most feedback submissions at this stage. If your feedback is not adequately addressed in the first stage, the second stage involves a thorough investigation by the Management Committee.

**Responsibilities** The Project Director is responsible for regularly reviewing feedback submissions and providing guidance to staff on addressing them. The Project Director or Chief Operating Officer ensures that staff are informed of any feedback related to their actions or the organization as a whole.

**Stage One – Local Resolution of Feedback** If you have feedback regarding a staff member, volunteer, or DLC in general, you should first discuss it with the Project Director. Notes of the discussion and any agreed-upon actions should be documented, signed by all parties involved, and securely stored. If the feedback involves the Project Director, it should be referred to the Chief Operating Officer.

Every effort will be made to address your feedback promptly and to your satisfaction, within 15 working days. If your feedback is not resolved immediately, except for minor issues, the Chairman of the Management Committee will be informed.

The response to your feedback, whether verbal or written, will be recorded, and the Project Director or Chief Operating Officer will be notified to monitor the feedback resolution process.

You will be informed that if you remain dissatisfied with the resolution, you have the option to request a review by the Management Committee. A suggested timeframe of 15 working days will be provided for you to make this request.

**Stage Two: Management Committee Review** If you are not satisfied with the resolution provided in Stage One, the Project Director and Chairman may decide to conduct a review by the Management Committee. This will occur only in exceptional circumstances, as every effort will be made to address feedback locally.

The Chairman will meet with you to gather detailed information, which will be shared with all members of the Management Committee.

A meeting of the Management Committee will be arranged, allowing you to present your feedback. The Committee will consider submissions from other relevant parties, such as staff members, if necessary.

After reviewing all information, the Management Committee will make a decision regarding your feedback. You will be notified in writing of the decision within 21 days of the meeting.