

CEDA
The Clare Milne Centre - Emperor Way
Exeter Business Park - Exeter - EX13QS
T: 01392 360645
E: info@cedaonline.org.uk
W: www.cedaonline.org.uk



Creating Opportunities with Disabled People

CEDA Compliments and Complaints Procedures – Adults

CEDA aims to provide the highest quality of care for all its service users. We aim to offer a welcome to each individual person and to provide a warm and caring environment within which everyone can learn.

We believe all service users are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with service users and the community generally and we welcome suggestions on how to improve our services at any time.

Compliments It is essential for us to gauge how well we are doing and it is important for us to receive positive feedback about our service.

Making concerns known:

- ❖ A service user, parent or carer who is uneasy about any aspect of the centre's provision should first of all talk over any worries and anxieties with the Link worker
- ❖ If this does not have a satisfactory outcome the service user, parent/carer should approach the co-ordinator to discuss the situation.

Most complaints should be resolved informally or at this initial stage

- ❖ If the situation is not resolved a meeting should be set up with the service user, and or parent or carer, and the Director. Service users, Parents or carers may have a friend or partner present if required and the Director may request the presence of a colleague. An agreed written record of the discussion should be made.
- ❖ You can make your concerns known to your case manager at your local Adult Community Services office, who will support you in resolving the difficulties.



**Patrons- Roger Jefcoate CBE &
County Councillor Saxon Spence CBE**

Registered in England and Wales as Community, Equality Disability Action Ltd
No.4693500

Registered Charity No 1096528
Registered Office as above

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- ❖ If you want the complaint to be considered by the Board of Trustees, you should tell the Director who will inform the Trustees of the complaint. In the event that the Trustees meet to consider your complaint, you may - attend in person, bring a friend or representative to the meeting and also outline your complaint to the meeting and question those present. Or - put your complaint in writing, you will be invited to attend a Trustees meeting.
- ❖ All complaints are logged and reported to Devon's Procurements and Contracts Team via a monitoring form. Any concerns will be addressed with CEDA, Adult Community Services and the complainant.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the centre and service users, parents and carers that complaints should be taken seriously and dealt with fairly and in a way that respects confidentially.



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