



CENTRE FOR AUTISM
MIDDLETOWN

Middletown Centre for Autism

Complaints Policy

1. Introduction

At Middletown Centre for Autism we take all complaints very seriously and use them to help us to improve our service. If you have a complaint about our services or any other matter concerning the Centre, please let us know.

Please talk to staff at training sessions, when they are in your school or home and let them know your views. Evaluation sheets are also available at all training sessions and from our staff so please use them to help us to help you.

If, however, you want to make a *formal complaint*, this policy tells you how to go about it. It also tells you what you can expect from us in return.

2. How to make a complaint

If you have a complaint please speak to any member of our staff at the Centre. They will be pleased to discuss the matter with you and may be able to deal with it straightaway.

You don't always need to put your complaint in writing, but we may take some notes and ask you to check that we have an accurate understanding of the problem before we investigate it. If you prefer to telephone or write to our Chief Executive, details are provided below. If your complaint is about the Chief Executive please arrange to discuss it with the Chairman or write to him using the contact details below. If you require assistance in making your complaint you should contact the Chief Executive's PA.

Telephone: 028 37515750

Fax: 028 3755758

Email admin@middletownautism.com

Write to Middletown Centre for Autism

 35 Church Street

 Middletown

 Co Armagh

 BT60 4HZ

3. What do we do about complaints?

Every complaint to the Centre, whether verbal or written, is investigated thoroughly, in confidence and without prejudice.

Sometimes we may need to contact you again to get further information, so please bear with us.

If the problem cannot be resolved to your satisfaction we will let you know what action we intend to take and will contact you again to let you know what the proposed solution is.

Normally we will acknowledge your complaint within two working days (within five days if the matter can be fully resolved), and in most cases would expect to resolve your complaint satisfactorily within 20 working days. However, if a complaint is very serious or complicated we would rather investigate it fully than guarantee it can be resolved within this time, so please bear with us if it takes a little longer. We will keep you informed of progress. Every year the Centre analyses the number and nature of complaints received and publishes a summary of this in our Annual Report

4. If you're not satisfied...

If you are not satisfied with how your complaint has been handled or with proposed outcome you can write again to our Chairman at the address below

Email	admin@middletownautism.com
Write to	Middletown Centre for Autism 35 Church Street Middletown Co Armagh BT60 4HZ

Alternatively you may write to the Department of Education (NI) or the Department of Education and Skills (RoI) at the addresses below.

Department of Education
Special Education Team
Rathgael House
43 Balloo Road
Rathgill
BANGOR
Co Down
BT19 7PR

Department of Education and Skills
Special Education Section
Cormaddy
Athlone
Ireland