

Guidance for Signalise Compliments and Complaints Procedure

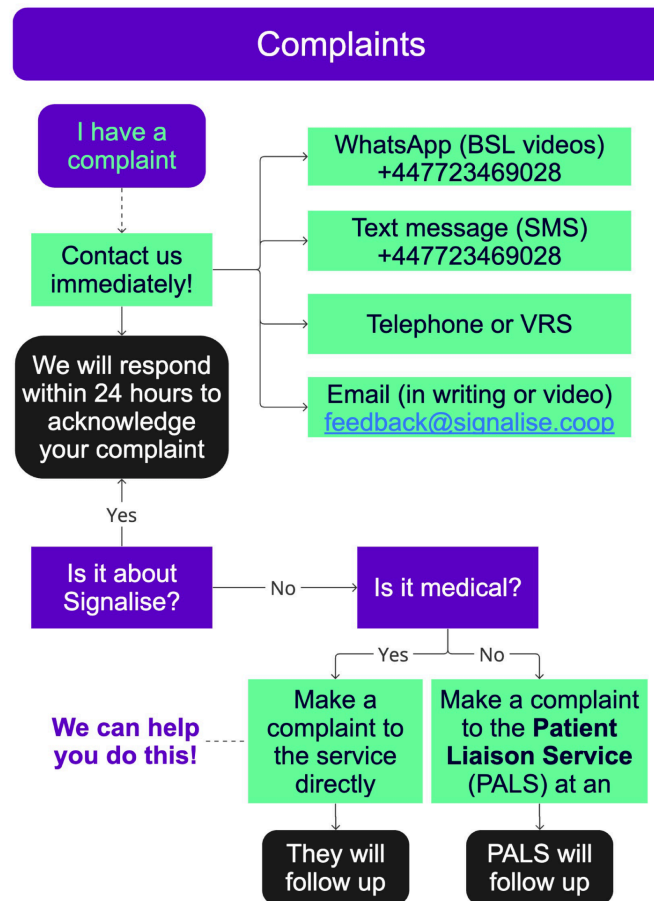
Signalise is a service run by and for deaf people and interpreters. Our aim is to resolve any problems or complaints as quickly as possible. To help you understand how we do that we have created a guide to show you how we do this. We also wish to collect compliments so we understand what we are doing well.

This guide is for compliments or complaints from all users of our service - the deaf person, members of staff of an organisation. For general feedback, including compliments and endorsements, these can be shared as reviews via the platform, emailed directly to us at feedback@signalise.coop or by WhatsApp / SMS to [+447723469028](tel:+447723469028).

Signalise Co-op will treat seriously and take prompt action on any complaint concerning discrimination, victimisation or harassment. Please see our [Equal Opportunities Policy](#) for more information.

We have created flowcharts to accompany each process as outlined below.

How to complain



If you have a concern regarding any aspect of our service that you received from us, please contact us immediately to discuss how we can best resolve this.

There are several ways you can raise a complaint to Signalise. These are:

- By email to feedback@signalise.coop either in writing or video recording
- By telephone or VRS
- By text message (SMS) +447723469028
- By WhatsApp (BSL videos) +447723469028

If you wish to send a complaint in British Sign Language (BSL), we are able to deal with the complaint in BSL and can make sure all further correspondence is also in BSL.

Acknowledgement

We will respond to let you know we have received your complaint within 24 hours and will ask how you would like us to communicate with you while your complaint is being resolved (e.g. in writing or in BSL).

We will provide you with a named person who will be your contact whilst the complaint is being looked at and a reference number. This should make communication as easy as possible for you.

Understanding your complaint

We will endeavour to understand your complaint and what caused this to happen and will treat all complaints fairly, politely and with respect. Where we get things wrong, we will take immediate action to put things right and take positive steps to avoid any repetition by redressing the identified issue.

We will always aim to resolve complaints at the first point of contact when the issues are straightforward or potentially easily resolved. We will arrange to talk to you about your complaint and make sure we have all the information we need.

We aim to investigate your complaint and respond to you within 5 working days.

Decision and response

We will take appropriate action following your complaint. We will write to you and contact you to set out our decision and how we have handled your complaint.

In the event of your complaint requiring further investigation outside of the 5 days, we will inform you immediately. During this time, we will keep you informed of any timescales and when to expect an outcome.

1. If a complaint is about an NRCPD, RBSLI or SRLPDC registrant and breaches their code of conduct, we will also give you details of how to [raise a concern or complain to them](#). We can support you with this if needed.
2. We will use our policies and procedures to deal with your complaint and will keep you fully up to date about what is being done.

3. If your complaint is regarding a service for which we have provided access, we will support you to use their complaints process (e.g. the Patient Liaison Service (PALS) at an NHS trust).
4. We will always try to resolve the issue as quickly as possible and once this has been done, we will ask for your feedback on how we could improve.

Complaint about a regulator - e.g. NRCPD

NRCPD = National Registers of Communication Professionals working with Deaf and Deafblind People

RBSLI = The Regulatory Body for Sign Language Interpreters and Translators

SRLPDC = The Scottish Register of Language Professionals with the Deaf Community

I have a complaint about an NRCPD registrant breaching Code of Conduct

I have a complaint about an RBSLI registrant breaching Code of Conduct

I have a complaint about an SRLPDC registrant breaching Code of Conduct

Make a complaint to NRCPD
(<https://www.nrccd.org.uk/concerns-and-complaints>)

Make a complaint to RBSLI
(<https://rbsli.org/complaints-procedure/>)

Make a complaint to SRLPDC
(<https://thescottishregister.co.uk/complaints-and-concerns/>)

NRCPD will follow up

RBSLI will follow up

SRLPDC will follow up

If you are not satisfied with our response we will attempt to resolve this further, and if a complaint can still not be resolved we will direct you to the organisation where the service took place.

Escalation

If your complaint raises a safeguarding issue, we will need to alert the appropriate service (police, social services etc.) as per our Safeguarding Policy. We will always explain to you why we need to do this.

Support

If you require someone to assist you in making a complaint, we are happy for you to give us permission to do this. We will ask your permission to communicate with your representative (e.g. family friend, advocate, Citizens Advice Bureau).

Sources

[NRCPD - concerns and complaints](#)

[RBSLI - concerns and complaints](#)

[SRLPDC - concerns and complaints](#)

Contact Us

Signalise - General enquiries

hello@signalise.coop

Signalise - Compliments or Complaints

feedback@signalise.coop

Signalise - Safeguarding

safeguarding@signalise.coop

WhatsApp / SMS

[+447723469028](tel:+447723469028)