

CDG Complaints and Compliments Procedure

CDG aims to provide a high standard and quality of service to everyone it serves, but we recognise from time to time that we may fall short of this aim. CDG encourages people to complain when they feel the service they have received has not met the standards they expected. Alternatively, you may have felt the service we have provided was better than expected and would like to let us know.

Complaints and compliments are used to improve the services the organisation delivers. The procedure below covers all areas of complaints and compliments.

Who to contact?

The first point of contact for compliments or complaints about CDG should be either:

- a member of staff at your centre, or
- the Customer Support Centre

How to contact?

You can contact the staff at your centre, by phone, email, or letter. Alternatively, the Customer Support Centre can be contacted on **0345 CDG WORK (0345 234 9675)**.

What will happen?

CDG's local business manager or customer support centre manager will ensure you receive a written response within five working days if you have made a complaint.

What if I'm unsatisfied?

If you're unsatisfied with the response, please respond to the business manager or customer support centre manager who provided you with the written response. This will be reviewed by the regional operations manager, and a written response will be issued within 15 working days.

If you are still unsatisfied after the regional operations manager's response, let them know, and your complaint will be reviewed by an impartial panel, including one of CDG's board of trustees. A written response will be issued within 20 working days.

We hope that you find your time with CDG a rewarding experience, and we will aim to constantly improve our services to our participants. For a more detailed version of our complaints procedure, please ask your advisor for a copy.