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| Wall Logo | **Darlington Association on Disability Complaint Procedure - Easy Read** |
|  | You have a right to make a compliant to DAD  You can do this in writing  In person or anyway that easiest for you. |
|  | We will investigate you complaint |
|  | A response will be sent in 5 working days |
|  | Any outcomes will communicated with you within 25 working days |
|  | Most complaints are resolved at this stage |
|  | If you do not agree with the outcome the Chief Executive investigate and send you a written reply |
| Wall Logo | If you are not happy, and want to take the complaint further you have the right to appeal to the trustees:  Lauren Robinson  The Chief Executive of  Gordon Pybus  The Chair of Trustees  Darlington Association on Disability  Whessoe Technology Centre  Alderman Best Way  Darlington  DL1 4WB |
|  | DAD will also provide information on where else you could go to seek redress. |
|  | If you need an Advocate to support you to make a Complaint, please get in touch |