

STAR Institute for SPD Complaints Policy

STAR Institute for SPD aims to provide a high standard of care in all our services. Our client's views are important to us and help to ensure our services are consistently meeting people's needs. STAR Institute for SPD views complaints as an opportunity to learn and improve future programs and resources, as well as a chance to put things right for the person or organization that has made the complaint.

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of STAR Institute for SPD. Complaints may come from clients, program/event attendees or registrants, members, or donors of STAR Institute for SPD. A complaint can be received verbally, by phone, by e-mail or by mail.

STAR Institute for SPD aims to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the services we provide. All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Our policy is to:

- Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- Publicize the existence of our complaints procedure so that people know how to contact us to make a complaint
- Ensure everyone at STAR Institute for SPD knows what to do if a complaint is received
- Ensure all complaints are investigated fairly and in a timely manner
- Ensure all complaints are resolved whenever possible and that relationships are repaired
- Gather information which helps us to improve our programs and services

STAR Institute Complaints Procedure

Written complaints to STAR Institute for SPD may be sent to:
5420 S. Quebec St. Ste. 103, Greenwood Village, CO 80111 or info@spdstar.org.

Verbal complaints may be made by phone to (303) 221-7827 or in person to any of STAR Institute for SPD's staff.

Verbal complaints will be recorded and may be shared with other internal staff depending on the nature of the complaint.

Complaints that are unable to be resolved immediately will be delegated to the appropriate person for further investigation and appropriate action. It is our policy to ensure all complaints are investigated fairly and in a timely manner.