



Complaints process - Plain English

Updated June 2026

Learning Disability England will always try and get things right however we know that sometimes things go wrong. We welcome feedback and comments, even if things are not a complaint. We are keen to resolve problems before they become a complaint and will always respond positively to complaints and work to learn from them.

This will explain how we treat complaints.

We will take every complaint seriously. Nobody will be treated badly for making a complaint. We will try to make the process easy, fair, supportive, and accessible.

We welcome complaints, concerns, and feedback because they help us learn and improve. We will always try to respond in a respectful, accessible, and transparent way that values people's experiences and voices.

We also have the "What we will do when things go wrong" process that speaks about what happens with disagreements within membership.

How can you complain?

We want people to tell us when something has gone wrong, made them feel unhappy or could be better. This can be described as a complaint.

A complaint may be made in different ways such as:

- Speaking to a member of staff in person
- In writing by email or letter
- over the phone by calling a staff member or the office phone

- In an online meeting with a Learning Disability England staff member
- Send an audio, video or text message
- Ask someone to help you complain

What might a complaint be about?

A complaint might be about something we did or did not do. Communication, access, a decision or the conduct of someone working for us.

We also hear when we could do something better.

We cannot address complaints about the conduct of third-party staff who are working outside of Learning Disability England or their events or products. For example, a partner we sometimes work with or a service that we sometimes signpost to.

Who can make a complaint?

Anyone who speaks to or works with Learning Disability England can complain or raise an issue. You do not have to be a member to complain.

What could happen as a result of my complaint?

Possible outcomes of a complaint could be:

- An apology
- A change in policy or process
- Change in materials, or events that are produced
- Staff training
- If relevant, a refund

If you want to see something happen, you can tell the staff as part of the complaint.

How long will it take?

Learning Disability England will acknowledge complaints within 5 working days and try to investigate complaints within 20 working days. Although we are a

small team and in some cases it could take longer. We will tell you how long we need to investigate when we acknowledge it.

Process

This is the process we follow when we receive a complaint.

When we get your complaint.

We will listen carefully to the complaint and say thank you for raising the issue. We will treat you with respect. We will ask what outcome you would like and see if there is any adjustment or support you might need. We need to take your contact details so we can follow up.

Complaint is acknowledged by the complaint lead – within 5 days.

This may also mean talking to you again if we need to ask any questions and check if you want something to happen in particular.

We will explain:

- who is looking into it,
- what will happen,
- when you can expect updates and
- how to contact us.

You can also confirm how you want to hear from us after the investigation.

Complaint is investigated – 20 working days.

We will speak to the people involved, review information clearly, keep information confidential that is needed but be open and honest about our actions.

We will have a focus on learning and not blame. We will update you if things are taking longer. If other staff members are involved they will have a chance to feed into the investigation.

A Decision is sent you by the end of the 20 working days.

We will explain what we found, whether we agree something went wrong, what actions or changes we will make and any apology or repair. We will give clear reasons for any decisions made. We can provide responses in accessible formats. If you are not happy you can ask for a review or go to an external body.

Fundraising

Learning Disability England follows the Fundraising Code of Conduct. If your complaint relates to fundraising and you do not feel our response covers your complaint you can complain to the regulator here:

<https://www.fundraisingregulator.org.uk/service/complaints-and-investigations/make-complaint>

Safeguarding.

Sometimes, we may need to deal with your complaint through our Safeguarding or Whistleblowing process if it raises concerns covered by these procedures. If this happens, we may need to share information about your complaint with an external organisation.

Learning from complaints

Learning Disability England keeps a record of the complaints received, the outcomes of investigations and the reasons for decisions. This is then regularly reviewed and shared with Trustees.