**Disability Rights UK**

**Suggestions Policy**

Our suggestions procedure provides instructions to individuals and organisations that wish to make a suggestion to Disability Rights UK. It is important to remember that suggestions can provide us with useful feedback about ways in which we might improve our services.

The Chief Executive has overall responsibility for ensuring appropriate and timely responses to suggestions in accordance with this policy, with responsibility delegated to heads of area or other managers.

### What to do if someone wants to make a suggestion.

We welcome suggestions about how we could improve our services. We will not always be able to make changes to our services in line with a suggestion made, but we do have a responsibility to consider them.

Suggestions will be made that would not be appropriate for formal consideration under this policy as they are too minor, or would normally be dealt with in a different way eg suggestions made about the content of the Disability Rights Handbook. Staff should be able to assess whether it is appropriate to send out the Suggestions policy, and whether a suggestion should be discussed with a line manager. If a member of staff is in any doubt they should talk to their line manager for advice.

If someone who uses our services wishes to make a suggestion about the way in which they feel we could improve our services, they can contact us using the following methods:

By post: send to Feedback, Disability Rights UK, Plexal, 14 East Bay Lane, Here East, Queen Elizabeth Olympic Park, London, E20 3BS and marked “Private and Confidential”.

By email: send to feedback@disabilityrightsuk.org.

By telephone: please call 0330 995 0400.

(NB these methods also apply to complaints)

The suggestion will then be referred to the relevant area of work / member of staff, who will:

1. Enquire what has prompted this suggestion;
2. Send them a copy of the Suggestions Policy if appropriate or requested;
3. Thank the person for their suggestion and tell them that we will consider it at an appropriate time;
4. Provide a response in ten working days if the person has specifically requested one (or give a date of reply if this is not possible); and
5. Ensure that the suggestion is raised with the appropriate head of area or line manager for consideration.

If the appropriate member of staff is not available, their line manager or a suitable colleague will follow steps 1-5.