

# How are we doing?



## Our vision

**We want a world where all people living with autism get to lead the life they choose.**

## Our five commitments

Everyone living with autism will:

- > get the support, education and training they need
- > live with dignity and as independently as possible
- > be part of their community and wider society
- > be understood by all professionals who support them
- > be respected for who they are by a knowledgeable public.

**You can help us in our commitments by letting us know how well we are doing.**

If you have a complaint, a compliment, a comment or a suggestion then we want to hear from you. We know that we can learn a lot about the services that we provide by listening to those who use them. We try very hard to make sure that we make a positive difference to people with autism.

**We want to:**

- > treat everyone with dignity and fairness
- > maximise the potential of individuals
- > provide world class standards of service and care
- > foster creativity, innovation and action
- > maintain integrity.

## Your views

If you think that we have done something particularly well, have let you down in some way or if you have a useful suggestion, we would like to know. Please speak to someone you know in the NAS. If you don't know who to speak to, or the person that you do speak to is unable to give you the response you were hoping for, then please use the 'Your feedback' section on the next page to write down your views and send this form to the address overleaf, or email us at [your.views@nas.org.uk](mailto:your.views@nas.org.uk). If you think that you might have difficulty getting your views across then please let us know and help will be provided.



Accept difference. Not indifference.

## Your feedback

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## Your name and address

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The personal information you provide will only be used in connection with this suggestion or complaint.

## Our response

We will do our best to deal with complaints within ten working days. The maximum time it should normally take to deal with complaints is 28 days. Where there is a prolonged investigation we will keep you informed of progress.

You can also be sure that we will deal with compliments, comments and suggestions efficiently, and will pass them on to the right people.

## Your rights

If you are dissatisfied with our response to a complaint then you have the right to appeal. A panel of senior managers and independent representatives will normally be drawn together by the Chief Executive to hear the appeal.

You can also take your complaint to agencies outside The National Autistic Society (NAS). Depending on the nature of the complaint and the area of NAS service provision you would like to complain about you could contact:

## Care home or care service

**England** – Care Quality Commission  
(03000 616161)

**Scotland** – Care Inspectorate (0845 600 9527)

**Wales** – Care and Social Services Inspectorate for Wales (01443 848450)

**Northern Ireland** – The Regulation and Quality Improvement Authority (02890 517500)

## School

Department for Education (0870 000 2288) will direct callers to the correct local authority

## Health and safety

Health and Safety Executive (HSE) (0845 345 0055) will direct callers to the correct HSE or Environmental Health department

## Local Government Ombudsman

### The Local Government Ombudsman (England)

PO Box 4771  
Coventry CV4 0EH  
Tel: 0300 061 0614  
Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)  
Website: [www.lgo.org.uk](http://www.lgo.org.uk)

### Northern Ireland Ombudsman

Freepost BEL1478  
Belfast BT1 6BR  
Tel: 0800 343424  
Email: [ombudsman@ni-ombudsman.org.uk](mailto:ombudsman@ni-ombudsman.org.uk)  
Website: [www.ni-ombudsman.org.uk](http://www.ni-ombudsman.org.uk)

### The Scottish Public Services Ombudsman

Freepost EH641  
Edinburgh EH3 0BR  
Tel: 0800 377 7330  
Website: [www.spsso.org.uk](http://www.spsso.org.uk)

### Public Services Ombudsman for Wales

1 Ffordd yr Hen Gae  
Pencoed CF35 5LJ  
Tel: 0845 601 0987  
Website: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

**Send the completed form to:**