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## COMPLAINTS PROCEDURE

All complaints (\*see guidance note) will be handled in an efficient, professional and nonconfrontational manner and in accordance with our procedures.

### Step 1

You can make a complaint by telephone, email or in writing. The first step is to contact the supervisor of the department providing the service you wish to complain about. Tell them the problem and they will try to resolve your complaint for you. If not, we will contact you by telephone or email within one working day. If you do not know who to contact, please ring our main office telephone number: 01204 534 311.

### Step 2

If you are not satisfied with the answer you received at step one, or you don't want to contact the supervisor directly and / or are unable to contact us by telephone, you can complete the online form on our website with your name and contact details and click send. A senior manager will then investigate your complaint. We aim to give you a full reply by letter or email within three working days.

### Step 3

If you are not satisfied with the outcome you can ask for your complaint to be looked at by the Managing Director. The Managing Director will review your complaint and will give you a full reply by letter or email within three working days.

**Appeal to third parties:** You may wish to contact your Funding Body if you are not satisfied with the outcome of your complaint. Contact details can be provided by us if required. Alternatively, you may want to contact your Disability Adviser, Needs Assessor or Funding Body to discuss your support.

#### \*Guidance note

A complaint is any expression of dissatisfaction by a customer whereby company policy, procedure or service level has not been delivered.