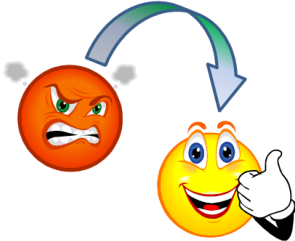



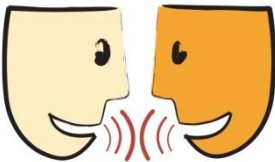

How to Make a Complaint

Everybody at (Provider Name and Logo) can make a complaint if they are not happy with something. We will always try and put things right if we can as quickly as possible. All complaints will be listened to and taken seriously and will be reported to (insert name/position).

If you are not happy with something please follow the steps below:

1.		Speak to a member of staff as soon as possible
2.		They will listen to you and record your complaint
3.		They will then investigate your complaint and try to put things right
4.		If you are not happy, you can then fill in a Complaint Form, available in the office

How to Make a Complaint

5.		Further investigations will be made as quickly as possible
6.		We will report the findings back to you
7.		If you are still not happy, we will support you to pass your complaint on to (insert name/position)