



'Supporting people with learning disabilities in the community'

Complaints Procedure

We welcome all types of feedback and are pleased to receive positive comments. If we are getting things wrong, we need you to tell us so that we can do our best to make things right.

You can do this verbally to a member of staff or in writing following the stages below.

Stage 1: You tell us your complaint

The easiest way to do this is to complete a complaint form available from the PA to the General Manager or write to The General Manager, 27 Grange Lane, Littleport, Ely, Cambridgeshire, CB6 1HW.

If you need help making a complaint a member of staff and/or the PA to the General Manager will help you to do this.

Stage 2: We acknowledge your complaint

All complaints are forwarded to the General Manager and you will receive an acknowledgment in writing within 10 working days of receipt of that complaint.

We will tell you the name and job title of the person who is investigating your complaint and they will respond to you within 10 working days of our first letter.

Stage 3: We will keep you informed

If they are unable to complete their investigation within 10 working days, they will contact you, to let you know how long they think it will take.

Stage 4: We will tell you the outcome of our investigation by letter

Stage 5: We hope your complaint will not reach this stage..but

If you are not happy with the outcome you may write to The General Manager at the address given in stage 1.

If you are still not happy with the outcome you may contact the Board of Directors on the above address.

Please note persistent complaints will be subject to the Branching Out Persistent Complaints and Harassment Policy



*'We provide work experience with training for adults with learning difficulties, improving the environment and community
A wide choice of provision, tailored to meet the needs of the individual creates achievement and self-worth.'*