We aim to provide you with a high quality service in everything that we do. However, there will be times when things go wrong, in which case we rely on you, our customers, to let us know.

Staff at your nearest local office are usually the best people to deal with your complaint. Please talk to them first – they can normally sort out your problems quickly and efficiently.

Complaints give us valuable information about how we can improve our service. We aim to sort things out informally at first, but if this does not work, then you can use the formal stages of our complaints procedure outlined in this leaflet.

The complaints process has four stages

<table>
<thead>
<tr>
<th>Stage 1</th>
<th>Dealt with by a Local Site Manager</th>
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</thead>
<tbody>
<tr>
<td>Stage 2</td>
<td>Dealt with by a Senior Manager</td>
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<tr>
<td>Stage 3</td>
<td>Dealt with by Head of Service</td>
</tr>
<tr>
<td>Stage 4</td>
<td>Dealt with by Director</td>
</tr>
</tbody>
</table>

At each stage we will:

- acknowledge receipt of your complaint within 2 working days
- give the name of the person dealing with your complaint, who will make personal contact with you
- keep a record of your complaint
- investigate and provide a full written response usually within 10 days
- if we cannot respond within the timescale because your complaint is complicated, we will keep you informed. We will always try to sort out the problems as quickly as possible

Escalation of Complaint

If you are not satisfied with the response, and wish your complaint to be considered at the next stage, you must detail what has not been answered or addressed, within four weeks of receipt of our response, at each stage. Your complaint will only be progressed to the next stage if it is agreed that we have not addressed or responded to all of the issues raised at the previous stage.