

# Hesley Group Complaints Procedure



## Complaints

If you want to tell us how Hesley Group Services can be better, please let us know.

If you are not happy with something about your service from the Hesley Group, we want to know about it.



## Comments/Compliments

If you are happy about your service from the Hesley Group, we want to know this too.



## Our Aim

We take complaints very seriously.

We always try to be a good organisation, but we know that sometimes things can go wrong.

We want to give a quick and fair answer to any complaint

Any complaint will be confidential.

## How do you complain?

You can: -



Talk to someone



Telephone



Write

## What happens when you complain?

### 1 Informal stage

We hope to sort out every problem at this stage.



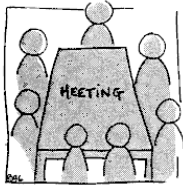
Speak to a member of staff about your complaint. They will help you to take your complaint further if you want to.

## 2 First Formal Stage



If you are still unhappy, you can ask for your complaint to be looked at by a manager

## 3 Second Formal Stage



If you are still unhappy, you can ask the Executive to look at your complaint.

## What Happens Next?



Someone will talk to you and tell you our answer to your complaint.