

WE WOULD LIKE TO KNOW IF YOU ARE NOT HAPPY WITH ONE OF OUR SERVICES. PLEASE WRITE THE DETAILS OF YOUR COMPLAINT BELOW.

Your Name: \_\_\_\_\_

Your Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your Tel Number: \_\_\_\_\_

Your E-mail: \_\_\_\_\_

How Shall we Contact you? Please Tick.

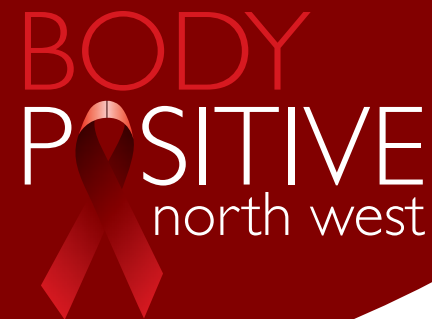
By Letter

By E-mail

By Tel

Your Complaint, Please include dates and or times if known and appropriate.

Continue on the back page if required.



MAKING A COMPLAINT

WHAT TO DO IF WE  
GET THINGS WRONG

## WHAT TO DO FIRST

### STAGE ONE

Often, the staff who provide the service you are unhappy with will be able to resolve your complaint. You may speak directly to them at the time or later by telephone.

### STAGE 2

If you do not feel comfortable talking directly to the person concerned you can speak or write to our Operational Manager. He will ensure that your complaint is dealt with in the most appropriate way.

### HOW TO CONTACT US

Call the Operational Manager on 0161 882 2215 Write to us at the address on the back or email [david@bpnw.org.uk](mailto:david@bpnw.org.uk)

If you wish to write to us please fill in the form at the end of this leaflet and return it to the address on the back for the attention of the Operational Manager. Mark your envelope Private & Confidential, for addressee only.

## WHAT WE WILL DO NEXT

- When we have received your complaint we will fully investigate it.
- We will send you a letter by post, or e-mail if you prefer within 5 working days. This letter will acknowledge that we are investigating, or respond to your complaint in full.
- The letter will include the name and telephone number of the person/s dealing with your complaint.
- Within seven working days we will send you another letter with the results of our investigation. If we have not finished our investigation we will write giving reasons for this and when we hope to complete them.



## STAGE 3

If you are unhappy with the results of our investigation you can take your complaint further.

Please write to our Chief Executive at the address on the back of this leaflet.

Please include full details of who was dealing with your complaint, and full details of the original problem.

Our Chief Executive will contact you in writing within 14 working days.