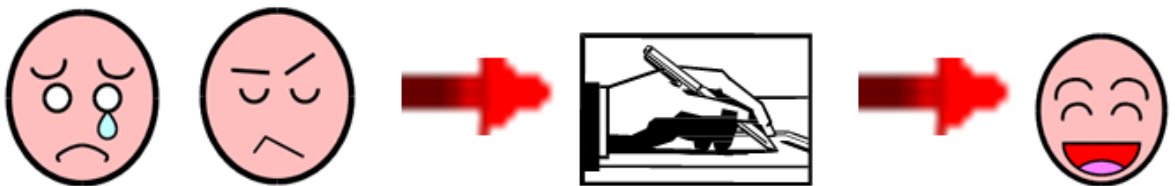


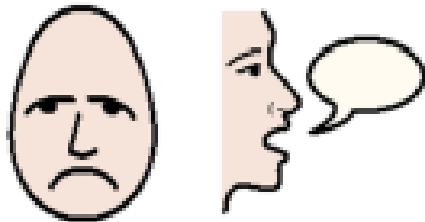


# Service User Complaints Policy & Procedure

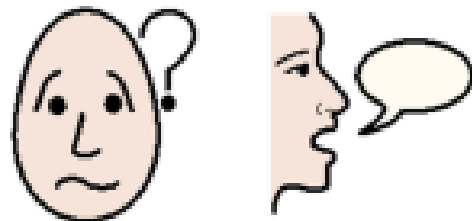
*Pictorial*



## What is a complaint?

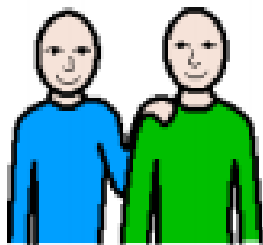


Telling us that you  
are not happy



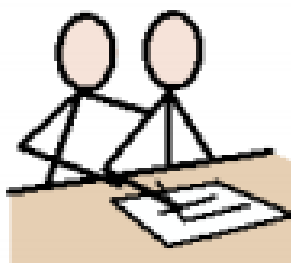
Telling us that you  
have a problem

## Who can make a complaint?



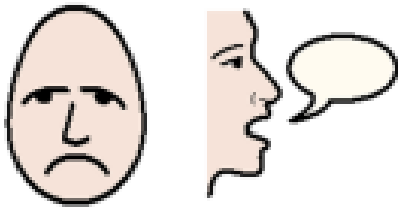
Anyone who is  
unhappy about us can  
make a complaint

## Someone can help you make a complaint



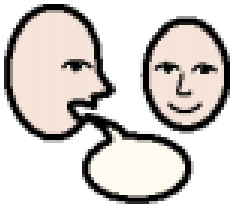
A friend, a family  
member, a co-worker  
or an advocate

## What can you complain about?



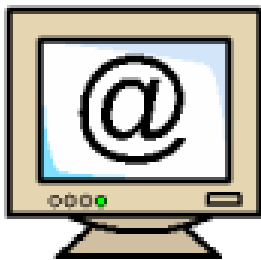
You can tell us about anything you are unhappy about

## How do you make a complaint?



Tell us or your advocate. Our contact person is

**HR MANAGER**



Our email is:

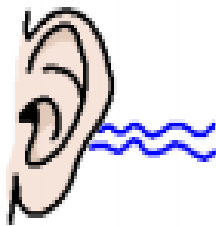
[complaints@elmarsh.co.uk](mailto:complaints@elmarsh.co.uk)



Our phone number

is: **0330 124 4399**

## What will we do if you make a complaint?



Listen to you



Address your  
problem within 48  
hours and tell you  
the next steps



Try to fix the  
problem