

Abbeyfield Wessex Society Complaints policy

Complaints policy

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Don't be afraid to complain. Sometimes it is the only way we can find out that things are wrong. We keep all complaints confidential.

You can ask for support from your family, a friend, your representative or sponsor throughout the process of raising a concern or complaint.

If you have a concern about the services you receive from us, the first person to speak to is the House Manager. They will talk with you about the problem, make a note of your concern and try to sort it out immediately (or, if not, within five working days). In most cases this will sort the matter out quickly and satisfactorily. However, if you feel you can't raise your concern with them you can follow the procedure the document below.

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