

Abbeyfield York Society 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.