

Abbeyfield South Downs Complaints policy

We are committed to providing you with an excellent service. We understand, however, that sometimes the service we provide may not meet your expectations. If this is the case, we want to know about it.

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.

[Read our Complaints Policy 2025](#)

[See our Annual Complaints Performance and Service Improvement Report 2023-24](#)

[View our Complaints Handling Self Assessment 24-25](#)