**Complaints Procedure**

You can make your complaint in person, by email or in writing. Your opinions are important to us so we would always strongly recommend that you bring any complaint in the first instance to the attention of a member of staff so we can resolve the issue at the earliest possible opportunity. We will endeavour to deal with your complaint in a quick and timely manner, but if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress. We have a two-stage complaints procedure.

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**Stage 1: Frontline Resolution**

All complaints will be acknowledged.

We will always try to resolve your complaint quickly, within five working days wherever possible.

If you are dissatisfied with our response, you can escalate it to Stage 2.

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**Stage 2: Escalation**

We will look at your complaint at this stage if you are dissatisfied with our response at Stage 1.

We may also look at your complaint immediately as a Stage 2 complaint, if it is clear to us that it is complex or needs detailed investigation.

We will acknowledge your complaint within three working days. We will give you our decision as soon as possible. This will be after no more than 20 working days unless there is clearly a good reason for needing more time. In which case we will let you know.

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NB. If your complaint is a safeguarding matter it will be dealt with in line with our current safeguarding policy. Please report any safeguarding concerns to facility staff or external agencies (Tel: 01522 782 111 or 01522 782333) as appropriate.