



## **COMPLAINTS PROCEDURE**

### **STATEMENT BY THE COMMUNICARE TRUST**

#### **Aim**

We aim to provide a service of a standard acceptable to all our users. If we fail to do this we want to know about it. This will enable us to not only deal with the specific problem, but also avoid it happening again.

#### **HOW A COMPLAINT CAN BE MADE**

**In the first instance please ask to speak to the CommuniCare Manager or the Senior member of staff on duty.**

**If you wish to escalate your complaint please ask for a complaints form.**

**Complaints can be made in writing to:  
The Chairperson  
The CommuniCare Trust  
233 Kings Road, Reading RG1 4LS.**

**We commit to respond within 10 days of receiving a written complaint.**

**If you will like a full copy of our complaints procedure please ask for one.**

