

THIRSK COMMUNITY CARE ASSOCIATION

We hope that you will be happy with the services we provide and that you will tell us if you are unhappy about anything. We want to put things right if they are wrong and give you the best possible service. Your comments will help us with our planning.

How to Complain

If there is something you are not happy with concerning any of our Services please complete the slip at the bottom of this leaflet and send it to the Chief Officer at the address shown below.

You will be contacted within 3 working days to find out more about your complaint and what you would like done about it.

We will then write and let you know the result of our investigation within 14 working days and ask if you are happy with the outcome.

For more complex complaints which need a more lengthy investigation the complainant is informed within 14 working days with the expected timescale to resolve.

If you are still not satisfied you can ask for your complaint to be considered by a small panel of trustees at a meeting which you can attend.

At all stages you can have a friend or some other person with you.

All complaints are taken seriously and treated in strict confidence.

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To the Chief Officer
Thirsk Community Care Association
14a Market Place, Thirsk, YO7 1LB

I wish to make a formal complaint. My complaint is:.....

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My Name:.....My Tel No.....

My Address:.....

.....Post Code.....