



Stokehill – Complaints Procedure

Stokehill aims to provide high quality services which meet your needs.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation.

If you are not happy with Stokehill please tell us.

If you are unhappy about any aspect of Stokehill's service, please speak to the relevant staff member, manager or Director.

If you are unhappy with an individual in Stokehill, please speak to the Director, Debbie Hicks.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Director. The contact details are: debbiehicks@stokehill.com

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.