

Complaints Procedure

As required by the Management Committee, The Advice Centre has established this procedure for dealing with complaints from clients, so that we can resolve as many as possible within The Centre.

Some of the complaints against The Centre will be well founded. We all make mistakes and so the best approach is one of honesty and realism when problems arise. Complaints must be dealt with sympathetically and quickly. Our reputation depends on this, as it is all part of our 'Quality Service'.

Want to Complain?

Either:

- Speak to the Receptionist and request a Complaint Form
- Write to Sally Marshall, Supervisor at The Advice Centre, The Neighbourhood Centre, St Anns, Nottingham NG32 4EZ and mark your envelope 'Private and Confidential'.
- Email sally.marshall@stannsadvice.org.uk

After we receive your complaint, you will be contacted within 10 days by Sally Marshall who is the Supervisor for the Advice Centre. She will either write or meet with you to discuss the matter in more detail. If appropriate, the issue will be taken to the Management Committee who will determine and implement any corrective action that needs to be taken. Every effort will be made to resolve your complaint as efficiently and effectively as possible. Our approach to complaints is one of honesty and realism. Our reputation depends on this.