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| **Big Help Group**  Hope House  212H Boaler Street Liverpool L6 6AE |  | **Big Help Group Policy**  BHG P 026-03 Authorised: P Mitchell  **Complaints Policy** |

**Complaints Policy and Procedure**

Complaint Form

Big Help are committed to delivering a high-quality service to all service users. We treat complaints with the utmost seriousness and where possible use them as opportunities to understand what has gone wrong and give us the opportunity to put things right. Importantly, complaints help us to improve our services for all service users.

We define a complaint as:

*'an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by Big Help, our staff, or those acting on our behalf, affecting an individual or group.'*

Anyone who uses or receives a service or is affected by a service from any part of Big Help, can complain, by completing the Complaint Form below and returning to admin@big-help.info.

First name:

Surname:

Address:

Post code:

Phone number:

Email address:

When you first told us about the problem, who did you speak to? (If you can't remember their name, please put their office or phone number)

What was the date? (If you don't know the exact date, please give a rough estimate)

Please give us a description of your complaint (there is no limit on how much you can type so give as much detail as you need to):

You can also include a picture or a different kind of file if you wish:

What would you like us to do in response to your complaint?