



## Complaints Procedure

**Ivybridge Caring will strive to offer you the best possible service within the resources of the organisation.**

If you are not satisfied with any of the services offered and you wish to complain, please follow the procedure as set out below.

All complaints should be made in writing and addressed to the Chair of the Committee (see below) who will acknowledge its receipt in writing, within **two working days**. The Chair will then investigate the complaint.

A reply from the Committee will be sent to any complainant informing them of the outcome of the investigation and the action taken within **3 months** of receipt of the original letter.

### **Chair of the Committee:**

**Lesley Hughes  
Ivybridge Caring  
The Community Room  
The Watermark  
Ivybridge  
PL21 0SZ**