



Action 4 Support CIC

Customer Complaints Policy

We endeavour to bring people together to make a positive impact, but if things don't work out as well as expected, please let us know. In response, we will:-

- Acknowledge any complaint expressed in writing, unless there is any genuine reason why this is not possible. Please state by what means you wish your response to be sent, eg. by post or email.
- Let you know within 5 working days who will be dealing with your complaint and confirm:-
 1. the content of the complaint
 2. the resolution you would like to see
 3. names and contact details of anybody concerned
 4. the action and the time it will take to investigate or resolve your complaint.
- We will not set standard targets for investigating or resolving complaints. Instead we will agree suitable timescales with you and seek to provide the earliest possible resolution of the matter to which the complaint relates.
- We will notify you of any proposed resolution with you before putting it in place.
- We will ensure we make improvements to a service as a result of any complaint that shows us a shortcoming in one of our services. When we do this we will write to you in person to let you know
- In the first instance, Sally Gaeta the MD of Action 4 Support the will attempt to resolve your complaint within 10 working days. Where this is not possible, and/or the complaint remains unresolved, the complaint will be passed onto Debbie Whiteley Director of Action 4 Support CIC
- We will ask you to tell us whether you were satisfied with our Complaints Service, both in terms of the way we handled your complaint and the resolution we agreed upon.
- Finally, we promise always to apologise if there is something wrong.

Action 4 Support, Lavender Cottage, Main Road, Newbridge, Isle Of Wight, PO41 0TX
Tel: 07872 304 294 Email: info@action4support.co.uk Website:
www.action4support.co.uk

Action 4 Support CIC Company Number: 11307451



Please correspond in writing to:-

Sally Gaeta Coordinator of the West Wight Timebank and MD Action 4 Support CIC

Lavender Cottage

Main Road

Newbridge

PO41 0TX

or by email to: info@action4support.co.uk

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