



## Customer feedback

We recognise that we may occasionally not deliver the high quality services we aim to.

We welcome feedback about the quality of our service or how it has been delivered as an opportunity to improve our services.

### Complaints

We will treat all feedback, including complaints, professionally and with an open mind. We will not victimise anyone who makes a complaint about a member of staff.

We will respond to complaints in a fair and effective way, attempting to find a solution which satisfies all concerned.

Customers can make a complaint any way they choose including in person, in writing and by phone.

Complaints will be considered in line with our complaint procedure. A copy of our complaints procedure is available on request.

We will work with 'designated persons', as described in the Localism Act 2011, to try to find solutions to any complaints.

When we do not meet the standards we aim to achieve we will:

- Apologise
- Try to solve the problem
- Give compensation if appropriate
- Learn from the experience