



Framework
For your future

Complaints and feedback

This leaflet explains how you can complain about the services we deliver if you are not a Framework resident.



We do our best to provide excellent services, but sometimes things can go wrong, and we may not always be able to meet your expectations. In these cases please let us know so we can put things right, learn and make changes to provide better services in the future. We also welcome any other feedback and compliments about our services.

How to contact us:

- Speak to any member of Framework staff or contact our Head Office on **0115 841 7711**
- Email us at **complaints@frameworkha.org**
- Complete an online form (via our website)



If you use one of our services and need help to make a complaint or would like to give us feedback, please speak to your Support Worker or another member of Framework staff.

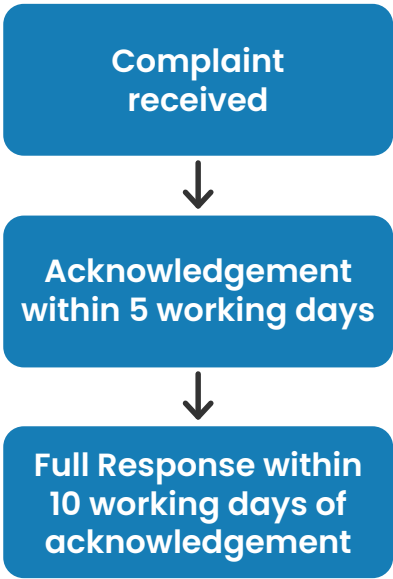




How we will manage your complaint

Complaints process timeline table

Stage 1: Complaint



Stage 2: Complaint



Feedback

We welcome all feedback about our services as it presents an opportunity to develop and deliver the best services we can. We aim to acknowledge feedback and compliments wherever possible, and we pass them directly to relevant managers or members of staff and services.



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