

## **Complaints Policy**

If for any reason you are unhappy with any of Chronically Supported CICs services, the following tells you what you can do to help Chronically Supported CIC improve its service to you.

### **Not satisfied?**

Talk or write to the person responsible for providing the service, so that your problem may be dealt with immediately.

### **Still not happy?**

Put your complaint in writing to Claire Roberts (Director) or Eleanor Rees (Director).

Contact: [claire.roberts@chronically-supported.org](mailto:claire.roberts@chronically-supported.org) or [ellie.rees@chronically-supported.org](mailto:ellie.rees@chronically-supported.org)

### **What will happen next?**

In normal circumstances you will receive a written reply within 10 working days of receipt of your complaint.

### **Still not satisfied?**

For Safeguarding complaints write to [Isab@cheshirewestandchester.gov.uk](mailto:Isab@cheshirewestandchester.gov.uk). For all other complaint types your response from the Director is the final response.