

Sound Resource - Complaints Procedure

If you have a complaint:

Hopefully you will never have cause to complain but occasionally things can go wrong. When they do, we want to know so that we can put it right as soon as possible. To help us resolve any problems, we have a procedure which ensures complaints are dealt with fairly and thoroughly.

A complaint is defined as *“an expression of dissatisfaction about the standard of service, actions or lack of action by Sound Resource or its practitioners affecting an individual participant or user or group of participants or users”*.

Most problems can be settled quickly and simply by talking to the appropriate Sound Resource practitioner. Should you feel your problem has not been given proper consideration then you may wish to make an official complaint.

If you feel you need to make an official complaint you will need to put your complaint in writing and send it to Sound Resource’s Chair.

We promise that...

We will acknowledge your complaint within 5 working days and tell you who is dealing with it. In the normal course of events, you will receive a full response within 15 working days. If we are unable to answer your complaint within that time we will let you know when a full response will be available.

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