the Friary
Working
locally to end
homelessness

MAKING A COMPLAINT

The Friary is committed to providing the best possible service to maintain positive relationships with you as a visitor. We view all feedback, including complaints, as a means of enabling the organisation to improve its performance and ensure it is maintaining the standards expected

If you make a complaint about out our service, we will always commit to the following. We will:

- Take your complaint seriously.
- Record your complaint.
- Acknowledge your complaint.
- Respond to your complaint.
- Follow up with you on the complaint.

Informal Complaint

Once we receive an initial informal complaint either verbally or in writing we will seek to resolve it as quickly as possible. Hopefully this can be immediately. If not, we will advise you of the timescales it might take us and the reasons why. This complaint can be dealt with by any of the Friary staff team, assuming you are happy for them to do so.

Formal Complaint

If you are not satisfied with the outcome of your informal complaint, you may wish to make this a formal complaint.
Formal complaints should normally be made in writing and addressed either to the General Manager or the Chief Executive. The Friary staff are available to provide support to write the complaint if required.
The complaint will be acknowledged in writing within one week, setting out the proposed course of action and anticipated timescale.
Please ensure you include the following:

- A brief description of the complaint.
- Your desired outcome.

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