



How to make a complaint



This booklet tells you what to do if you want to complain



This is to tell you what you need to do if you want to make a complaint or raise a concern.

We have tried to make it easy to understand



You can:

Tell someone you trust, this could be someone who supports you.



It could be someone in your family or a friend.

Telephone:

The Complaints Officer on:
0203 535 0500.



Email:

The Complaints Officer, at:
complaints@avenuesgroup.org.uk.



Write to:

The Complaints Officer
Avenues
River House
1 Maidstone Road
Sidcup
Kent
DA14 5TA.



You can also get this information spoken.



Accessible

You can visit our website:

www.avenuesgroup.org.uk and go to
'Contact us' and then go to
'Complaints' and you will find a link
that takes you to a spoken version





Or phone XXXXXX and press X when it asks you to.

If you need this information in a different way that hasn't been said here, we will do our best to help you. Just let us know.



The Complaints Officer will contact you and tell you what will happen next.



There is an easy read copy of our Complaints procedure.

This is called "what happens when I make a complaint?"

(scan a copy of front page and copy it here).