

## Complaints Procedure

Last Updated Sunday, 15 February 2015

Making a complaint.

We hope that you will not need to complain, but, if you do, here's how.

Informally.

Hopefully most agreements can be resolved informally either by talking that matter through with your support worker or by contacting the manager of the Positive Engagement Team who will visit and try and resolve the problems.

Formally.

In writing (marked "CONFIDENTIAL" to;

The Board of Trustees,

The Real World Trust,

Butler Gardens,

18 Orchardleigh Road,

Shanklin, Isle of Wight,

PO37 7QH.

The Board will ensure that the complaint is investigated either by a senior manager of the Real World Trust or where appropriate, allocated to an experienced external and independent investigator.

Alternatively.

You may contact Supporting People directly at,

Floor 2,

County Hall,

High Street,

Newport

Isle of Wight

PO30 1UD

Tel: 01983 821000