

Complaints Procedure

Last Updated Tuesday, 03 November 2009

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,

c/o Quay House,

The Riverside Centre,

The Quay,

Newport, Isle of Wight,

PO30 2QR.

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,

5 Langley Court

Pyle Street

Newport

Isle of Wight

PO30 1LA

Tel: 01983 823345