YOUR COMPLAINT STAGE 0 We will try to resolve your complaint at the first point of contact. If we are unable to, it will be escalated to our formal stage process. You will receive an acknowledgement letter of your complaint within three working days STAGE 1 Complaint to be considered by a member of the Management Team Response to be sent within 10 working days If you're unhappy with the response, you can request it is escalated to the next stage. STAGE 2 Complaint to be considered by either Chief Executive or a Director Response to be sent within 10 working days If you're unhappy with the response, you can request it is escalated to the next stage. STAGE 3 Appeal to the Board of Directors

Chair of the Board will respond to you or arrange a formal meeting which

If you are still unhappy with the response you can make a further appeal

you may be asked to attend.

to the independent Ombudsman.