Complaints Procedure

The Complaints Officer is the Director of Services: Michael Williams

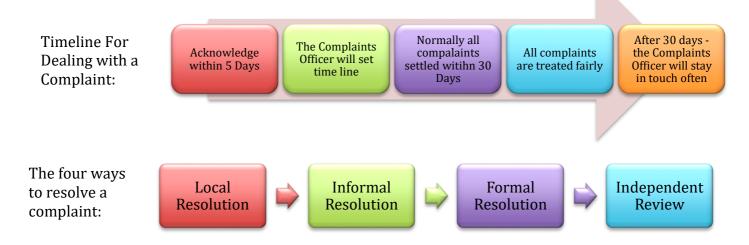


A complaint can be made in a number of ways:



For written complaints, please try and give a full and clear description of the concern, including names, dates and locations, so that the complaint can be answered quickly.

A complaint must be made within 12 months of the event concerned, or from when you first knewof the concern.



A complaint or an outstanding complaint can be reviewed by the Ombudsman.

All Peacehaven Trust Complaints are externally monitored by Caroline Yeomans.

