

## How we handle complaints

We will always aim to support you in accordance with your wishes and needs. Sometimes we may make a mistake, but if we do we'll do our best to put things right quickly and without fuss.

If you are unhappy with the way we have handled your support let us know. We have a procedure designed to resolve your complaint fairly for you. We aim to resolve a complaint to your satisfaction within eight weeks.

As part of our commitment to providing you with a high standard of service, this leaflet explains our complaints procedure, lets you know what you need to do at each stage, and tells you what you can expect from us in return.

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## Contact us

### Registered Office

Splitz Support Service  
Oak House  
White Horse Business Park  
Trowbridge  
BA14 0XG

[www.splitz.org](http://www.splitz.org)

Charity no: 1064764

If you require this leaflet in another format please let us know.

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**SPLITZ**  
Support Service

# Not Satisfied With Our Service?

How to make a complaint and  
an explanation of the process



## 1. What should I do first?

You should talk to the worker concerned if you feel able to, or if the incident occurred in a group setting, bring it to the attention of the group leader.

## 2. What happens next?

If you feel the matter has not been resolved satisfactorily then contact the Service Manager in your area. Don't worry if you contact the wrong person by mistake, we will forward your message.

### Gloucestershire, Wiltshire & Bristol

- ✉ Head of Service (Glos, Wilts & Bristol),  
Splitz Support Service,  
Oak House,  
White Horse Business Park,  
Trowbridge BA14 0XG
- @ [complaints.wiltshire@splitz.org](mailto:complaints.wiltshire@splitz.org)

### Devon

- ✉ Head of Service (Devon & Torbay),  
Splitz Support Service,  
Buckland House,  
Park Five,  
Harrier Way,  
Exeter EX2 7HU
- @ [complaints.devon@splitz.org](mailto:complaints.devon@splitz.org)

We will acknowledge your letter within 10 working days and provide a written response no later than 4 weeks after receiving the complete details.

## 3. And if I'm still not happy?

If you continue to feel the matter has not been resolved satisfactorily write to the Executive Director at the address on the back of this leaflet.

We will acknowledge your letter within 10 working days and provide a written response no later than 4 weeks after receiving the complete details.

## 4. Can I take it further if necessary?

If you continue to feel dissatisfied you can ask for the matter to be referred to an Independent Adviser overseen by a member of our board of trustees. To do this you must respond to the letter from the Executive Director within 10 working days.

The Independent Adviser will contact you within 10 working days.

## 5. Our final response

Our complaints procedure will end when a Final Response letter is sent to you.

**[complaints.wiltshire@splitz.org](mailto:complaints.wiltshire@splitz.org)**  
**[complaints.devon@splitz.org](mailto:complaints.devon@splitz.org)**