



The manager will:

- ✓ Keep records of all complaints
- ✓ Report all complaints to the trustees every year
- ✓ Make sure everyone knows how to make complaints

For more information get in touch with us:



01256 332795 Amanda Kent
Chief Executive

01256 332795 Rob Hannah
Chair of Trustees



17 New Road, Basingstoke, RG21 7PR



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Pictures from "Changes" Picture Bank

Speakeasy Advocacy



Complaints Policy

Giving a voice and support

Speakeasy Advocacy
Registered Charity No. 1108304



Giving a Voice



Why complain?


You might need to complain about us if.....

- our work is not good, we take too long or don't do something we should
- you disagree with us about how or why we do things
- our staff are rude or unhelpful



How to complain

Stage 1

 Tell the manager so they can sort it out with you *

 We will do this within 5 days

*If your complaint is about the manager get in touch with the Chair of Trustees, Rob Hannah

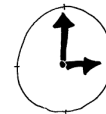
Stage 2



Write to the manager or send them a complaints form—if you can't do this the manager will meet with you to get the information



The manager will investigate the complaint and try and sort it out



We will do this within 20 days

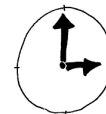
Stage 3



If you are still not happy the manager will refer your complaint to the trustees



The trustees will investigate and report back to you with their findings



We will do this within 20 days