

## **How do I complain about the Boogles service?**

We want to provide good quality services for everyone. But things can go wrong. If they do, we need to know so we can put them right and learn from that.

## **What should I do if I am unhappy with one of your services?**

If you are unhappy, you should write or speak to the Office Manager and tell him or her the problem. The Manager will try to sort out any mistake or misunderstanding straight away. Sometimes it may take longer – as we may need to investigate, but the manager will tell you how long.

## **How do I make a complaint?**

If you are unhappy with how we handled your concerns, you can make a formal complaint.

Page 2-3 of this leaflet contains a form which you can use if you want to. Make your complaint to the Office Manager or Complaints Officer. We will let you know we have received your complaint within 2 working days.

A senior manager will investigate your complaint and reply to you within 15 working days of you contacting us.

If you are unhappy, we will tell you how you can appeal.

## **Your right of appeal**

If you are unhappy with the Manager's reply, you can appeal to the organisations Complaints Officer. We will let you know we have received your appeal within 2 working days of you contacting us.

A Managing Director will investigate and reply to you within 20 working days.

## **How do you make sure everyone is treated fairly?**

- We recognise and value all of the people who use our services.
- We want to make sure that everyone can use the complaints system.
- We want to make sure we treat you fairly when you make any complaint about us.
- The information you give us is confidential. We only use it to check that we treat all groups of people fairly and we do not discriminate against you.
- If part of your complaint is about equal opportunities or discrimination, please tell us. We will make sure that we look into that for you.

**Your Name:**

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**Your address and postcode:**

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**Your daytime telephone number:**

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**Your email address:**

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(Are you happy for us to use your email address to contact you?)    Yes    No

**The name of the service you would like to complain about:**

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(Please ask a member of staff if you are not sure what it is called, or write down what you think it is called.)

**Your complaint is:**

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(if you run out of space please use extra paper)

**When you have filled in this form please send it to the relevant address (London Office), or by email: [complaints@booglesltd.com](mailto:complaints@booglesltd.com)**

**What do you think we should do?**

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**Your signature:**.....**Date:**.....

**What happens next?**

We will:

- Send you an acknowledgement within 2 working days of receiving this form.
- Tell you who is looking into your complaint.
- Send you a full reply within the set time.