



**VOCAL HEALTH**  
EDUCATION

## Complaints Procedure

Vocal Health Education aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation.

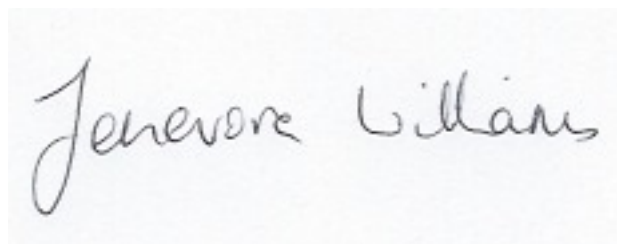
### First Steps

If you are not happy with Vocal Health Education please tell us. If you are unhappy about any Vocal Health Education's services, please speak to the relevant staff member.

If you are unhappy with an individual in Vocal Health Education sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the Director of Operations. Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

### Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to or email the Director of Operations. All written complaints will be logged. You will receive a written acknowledgement within three working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If necessary, we will call on our external assessors to hear your complaint, Christina Shewell and Dr Trish Rooney. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.



Date: 28.03.2024

This policy will be reviewed every 12 months by

Dr Jenevora Williams