

## **POLICY ON COMPLAINTS AND COMMENDATIONS**

Carrey - Friend phone lines are open from 19.00 to 22.00 one night a week on 01624 - 611600.

If you have any complaint or compliment about Carrey - Friend, or any of its volunteers then:-

EITHER:

Talk to a volunteer Your comments will be treated seriously, and considered in confidence. If, after this, the situation is still not resolved to your satisfaction, then:

OR:

Get in touch with the Committee.

You can write, or send a tape, or phone Carrey - Friend to ask when a member of the committee will be available.

The address is:

The Secretary, Carrey - Friend, PO Box 170, Douglas, IM99 1PJ

The Committee may ask you to put any complaint in writing or in person. Such a meeting would be in private with only two members of the Committee, and you could bring a friend with you if you wished.

OR:

If after this you still feel your complaint has not been fairly dealt with, then:

Get in touch with National Friend.

Their address is:

216 The Custard Factory Gibb Street Digbeth Birmingham B9 4AA

BY PHONE: 0121 684 1261

BY FAX: 0121 684 1262

Your complaint will be dealt with by someone who is not a member of Carrey - Friend.