



Making a complaint

Livability service users' guide to complaints

This book belongs to

Livability's guide to complaints



Are you unhappy
with our services?

Please tell a member of staff
or the manager.



We will listen to you
in private and write what
you have told us.



**We will try to find an
answer to your complaint.**



If your complaint is more serious, a manager will try to find an answer to your complaint.



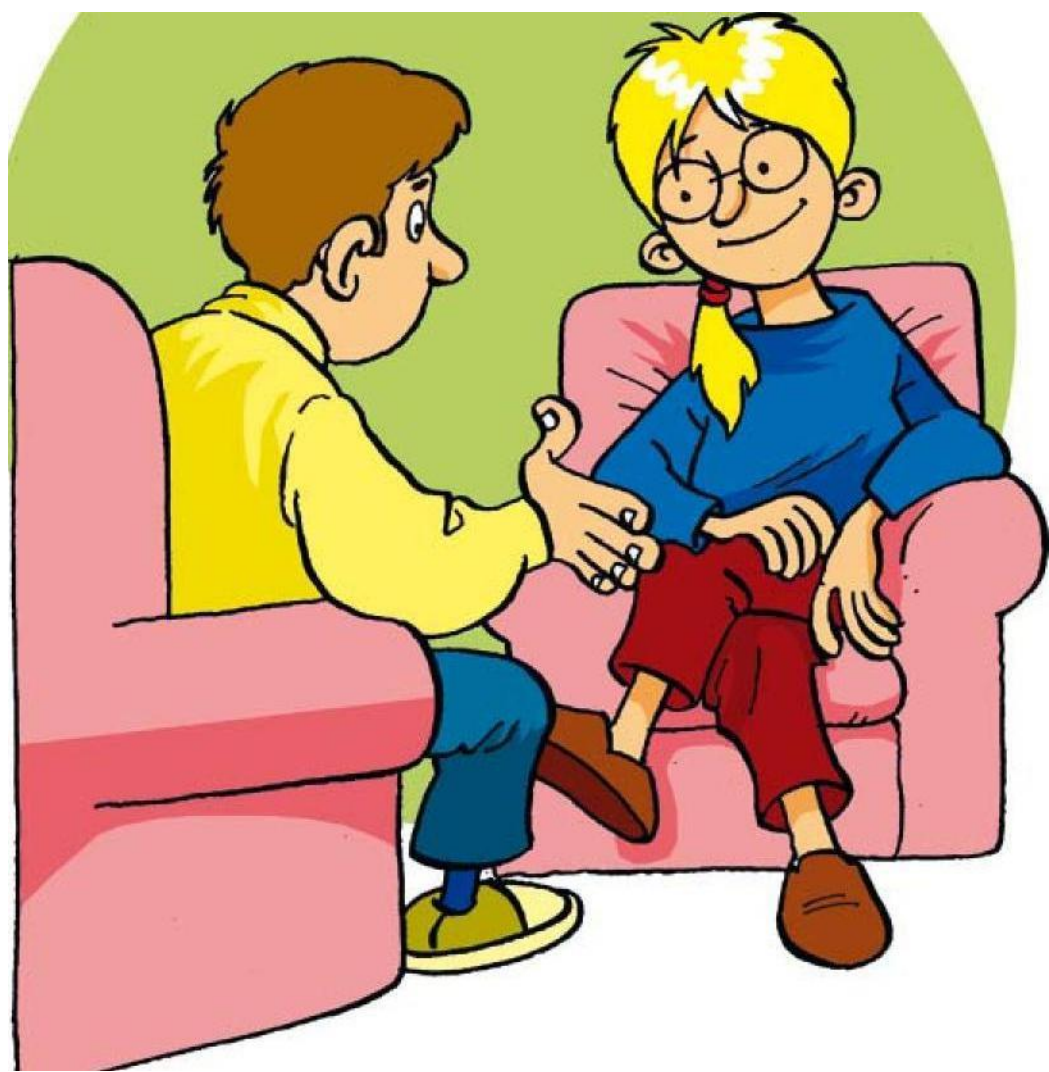
If the manager is unable
to find an answer, we
will send your complaint
to a higher manager.



We will try to find an
answer to your complaint
within four weeks.



If you are unhappy with our answer, we will look at your complaint again.



You can tell your complaint to someone who doesn't work for Livability. We will tell you who this person is.

PRIVATE



We understand you
want to keep some
things private...



...but sometimes there are
things we may need to
share with others.

We will tell you
before we do this.

OUR PROMISE

We promise to
treat you fairly.

We promise to tell you
what is happening.

We promise to try to find
an answer to your
complaint as quickly
as we can.

You can ask a friend or
someone from your family
to help you tell us
about your complaint.

Livability

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