



Complaints Policy

We strive to provide the highest possible level of service to all individuals and organisations interacting with **Spina Warriors**.

If something goes wrong, or you are dissatisfied in some way, then we acknowledge that you may wish to make a complaint. It is important to us to take complaints seriously and to learn from them to improve our services and activities continuously.

To resolve your complaint as swiftly, effectively, and honestly as possible, and to guide our future efforts, we have developed the following Complaints Procedure.

How to make a complaint:

Step One: Here are some ways to get in touch with **Spina Warriors** if you have a complaint:

- Write to **Spina Warriors** at: Spina Warriors, Gascoyne House, Moseleys Farm Business Centre, Fornham All Saints, Bury St Edmunds, IP28 6JY.
- Email: info@spinawarriors.org.uk

Step two:

Upon receipt of your complaint, the Manager responsible for dealing with it will investigate and attempt to resolve it informally in 10 working days. They will contact you directly or your representative as necessary.

Step three:

Please contact **Spina Warriors** again (see contact details above) if you are unsatisfied with the resolution of your complaint. Your complaint will be forwarded to the Director/s for their consideration. You will receive a direct response from the Director/s within 20 working days, as soon as possible.

Please feel free to comment or suggest ways in which our complaints procedure can be improved.