

# Complaints Procedure

## **How to complain if you're unhappy with the service you have received.**

If you're unhappy with the service we have provided, you must submit your complaint in writing to:

Kurt Riley

Buffalo Court,  
Kansas Avenue,  
Salford,  
M50 2QL

## **To help us to deal with your complaint you will need to tell us:**

- Your full name and date of birth
- The full address of your home / workplace
- Your contact details (your preferred method of contact)

## **Our aim is to:**

- Acknowledge receipt of your complaint within 48 hours.
- Send you a full reply within 10 working days.

If this is not a possibility, we will notify you with when you can expect a reply.