
Comments, Compliments and Complaints Policy

Independence Project aims to provide high quality services which meet everyone's needs. We aim and hope we achieve this at all times. We would love to hear what you think of our services and feel free to

It is the intention of Independence Project to enable people's comments, compliments or complaints to be heard and settled as easily, quickly and efficiently as possible.

communicate any comments or compliments via our social media platforms, email, face to face, text or via our website.

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

Ask to speak to the activity leader initially. They will assess the situation and make an appointment to spend longer with you, so that more time can be given to the discussion until a satisfactory solution can be found. Most concerns should be addressed this way.

If the situation has not been resolved ask to speak to the managing director who will again, make an appointment with you to try and resolve the situation.

Should the problem not be resolved, a complaint in writing should be produced to Independence Project at 73 Swiss Avenue, Chelmsford, Essex, CM1 2AE or emailed to info@independenceproject.co.uk

In the unlikely event of a concern not being resolved, parents may put in a formal complaint in writing. This should include dates, times, a brief outline of the nature of the complaint, who or what it is about and what action you expect to be taken.

Once a written complaint has been received. An acknowledgement of the receipt should be sent and they will be kept informed of the progress being made in dealing with it.

A final letter outlining the action taken will be sent.

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www.independenceproject.co.uk



info@independenceproject.co.uk



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