

**If you are unhappy with the result of your appeal:**

You may contact the

**Charities Commission at:**

[www.charitiescommission.gov.uk](http://www.charitiescommission.gov.uk)

or by telephoning them on 0845 300 0218



**If your complaint is not about Alabaré's service but about another person using our services** you can still make a complaint the same way you would make a complaint about Alabaré. Your support worker can also provide you with information about how we can arrange a **Resolution Meeting**.

**We try to resolve disputes amicably and efficiently, and do not tolerate any form of bullying, harassment, verbal or physical abuse.**

**You can complain to any Alabaré staff member and they will support you through the process.**

**If you wish you can also complain direct to our Head Office via :**

**Main Office Address**

Alabaré  
Riverside House  
2 Watt Road  
Salisbury  
SP2 7UD

**E-mail**

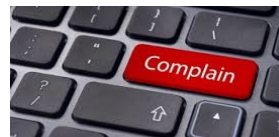
[complaints@alabare.co.uk](mailto:complaints@alabare.co.uk)

**Phone/text**

01722 322882

**Website contact form**

[www.alabare.co.uk](http://www.alabare.co.uk)

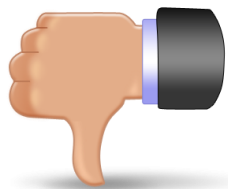


Alabaré is a company limited by guarantee. Registered in England No.2604011  
Registered Charity No.1006504  
Registered Office: Riverside House, 2 Watt Road, Salisbury SP2 7UD  
T: 01722 322882 E: [enquiries@alabare.co.uk](mailto:enquiries@alabare.co.uk) [www.alabare.co.uk](http://www.alabare.co.uk)



**How to make a complaint to Alabaré**





**We want to provide the best service possible but sometimes we may not get it right.**

Our complaints process is open to anyone who receives a service from us or who is affected by our decisions or actions.

We are here to help and want to learn by our mistakes so please let us know if you're not happy about something.

We take complaints very seriously, and use them to improve our service.



## How do I complain?

**You can register a complaint to any Alabaré staff member or direct to our head office:**

- ◆ In person, face to face
- ◆ By email, telephone ,fax or text
- ◆ In writing
- ◆ Through the contact form on our website
- ◆ By filling in our complaints form (available from any of our offices/ services/ shops) and returning it to us.

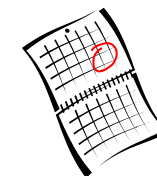


Details of where to complain to are on the back of this leaflet

Alternative formats like pictures, Braille, or languages other than English are welcome and we will respond to your communication needs. You could also ask someone, like an Advocate, to represent you or we could arrange for you to have support.

## What we will do

Within five working days, we will let you know we have received your complaint and who will be responsible for investigating the complaint.



Within fifteen workings of receiving your complaint, we will let you know the outcome of our investigation, including any action we have taken or will be taking as a result.

**If you are not happy with the action taken you have the Right To Appeal**

Everyone has the right to appeal if they don't agree with our decision. If you are not happy with the outcome of your complaint please appeal within one month using the same process for making a complaint. The appeal, using the same timescales above, will be looked at by someone more senior than the person who did the original investigation.

