



Service User Complaints Policy

Date reviewed: December 2021

Resources for Autism want to provide the best possible services and your feedback is important to us. This policy is designed to help you if you have a complaint and are not happy with any of our services.

- We want you to be happy and enjoy the services we provide.



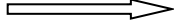
- If you are not happy we want you to tell us.



- We will listen to you.



- By telling us that you are not happy we can change it.



- If you have a complaint you can:
 - Come in and talk to us
 - Write to us
 - Telephone us
 - Email us

Catherine Ely Complaints officer is the person to speak to if you want to complain.
If you would rather speak to someone else then let Catherine know.
catherine@resourcesforautism.org.uk

The RfA office number is 02084583259

By post at the Resources for Autism address:
858 Finchley Road
Temple Fortune
London
NW11 6AB

By email

catherine@resourcesforautism.org.uk with 'for the attention of' and the named person in the subject line.