



## HOW TO MAKE A COMPLAINT AND OUR PROCEDURE

For service users

To make a complaint, firstly, if possible please speak to either Monica Thomas or Abigail Dezso. To try and find a resolution. If this is not possible, please fill in our complaints form on our website [www.womenshealthhope.com](http://www.womenshealthhope.com) or ask a staff member for a paper copy.

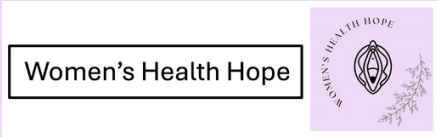
Please email this complaint form to [info@womenshealthhope.com](mailto:info@womenshealthhope.com) or post it to 2 Sorrel Close, Ipswich, Suffolk, IP2 0PE.

If you wish to speak to our CEO Monica Thomas please call 07512739722 for any assistance.

We will aim to contact you of receipt of this complaint within 5 working days. We will then investigate your complaint.

Following this, we may offer you a meeting with Monica Thomas (if suitable) and 2 trustees. To try and find a resolution. Monica Thomas or a trustee will then contact you with an outcome of your complaint.

If you are not satisfied, please contact us, to start an appeal process. We will then put your complaint to the full board of trustees to find a resolution. You may be offered a meeting. We will then contact you with an outcome of the appeal. This is then final.



# COMPLAINT FORM

## Your Details

**First Name:**

**Last Name:**

**Email:**

**Contact Number:**

**Address:**

**Please tell us your complaint. Please include when, who, what. Please give as much detail as you can, including how it may have affected you.**

Large empty box for writing the complaint details.