



Operation Emotion

Complaints Procedure

Service Users Copy

WHO CAN COMPLAIN?

If you are a service user of Operation Emotion and you are dissatisfied with any of the services provided you have the right to complain. This includes anyone who has recently been or been in receipt of Operation Emotion's services.

Operation Emotion will investigate your complaint as thoroughly and as fairly as possible and will do its best to put matters right.

HOW TO MAKE A COMPLAINT

You can, if you wish, ask a friend, relative or anyone you choose, to act as an advocate for you.

1st stage Please make your complaint to a Project Worker who can help if you so wish to put the complaint in writing.

If you feel you cannot make the complaint to the Project Worker or indeed it is a complaint that involves them then please contact :

The Operation Emotion Project Chairperson of the Board of Trustees Jon Tilbury on **07837 603541 jon.tilbury@gmail.com**

Or you can contact any Operation Emotion Trustee, telephone numbers of all trustees are available on request from the registered office. **Operation Emotion**

Registered office: 46 Corporation Road Plymouth PL2 3NT

2nd stage If you are not satisfied with this response you should ask for help and assistance from:

The Citizens Advice Bureau

Local Councillor/MP/MEP