

# SYHA's promises for dealing with complaints

## We will...

Make sure it is as easy as possible for you to make your complaint.

Be sensitive to your concerns and feelings.

Acknowledge your complaint in writing within 48 hours and tell you who is dealing with your complaint.

Respond to your complaint within 2 weeks. Occasionally we may need longer to resolve more complex matters and we will agree an alternative timescale with you.

Apologise and put things right where we have made a mistake.

Tell you how you may take your complaint further if you are still unhappy.

Use customer feedback from complaints to improve our services.

