



Asbestos Support Central England CIO, The Warehouse, 54-57 Allison Street,
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info@abestossupportce.org

Registered Charity No 1186479

Free and confidential help, support and advice to people and families affected by asbestos related diseases

How to make a complaint

This leaflet explains what you should do if you are unhappy with any of the services which Asbestos Support Central England provides and wish to make a complaint.

Our complaints process is designed to resolve complaints quickly and fairly to the satisfaction of the complainant.

Complaints about support organisations like ours are typically about one or more of the following:

- **Dissatisfaction with the service we provide**, such as being given inadequate advice, problems dealing with your case, unacceptable delays or failure to deliver the service
- **Dissatisfaction with our policies, procedures or activities**
- **Complaints about the discourtesy or unhelpfulness on the part of staff.**

Your complaint should be made in writing **either**

- by email, **or**
- by completing the form on our complaints leaflet and sending it to us as an attachment or by post, **or**
- by writing a letter to us setting out the grounds for your complaint

Your complaint should be addressed to The Manager and marked 'Confidential'. Where your complaint is about the Manager, please address it to The Secretary and send it by post to our offices. In the rest of this leaflet, the person who deals with your complaint is called The Complaints Officer.

The Complaints Officer will normally want to discuss your complaint with you to see if it can be resolved informally. Please let us know a telephone number which they can use to contact you, or tell us if you would prefer to talk to them on Zoom. The Complaints Officer can also talk to you on a WhatsApp video call if you have a smart phone.

The Complaints Officer will need to keep a record of your conversation on our complaints monitoring form. The Complaints Officer will normally try to contact you to resolve your complaint within seven working days, but it may take longer - for instance at holiday times.

If your complaint cannot be resolved informally you will be asked to put your complaint in writing to the Trustees of Asbestos Support Central England, providing as much detail about it as possible.

The Trustees will then convene a Grievance Committee to look at your complaint afresh. They may decide that they need further information from any of the parties involved, or they may decide to ask all parties to come to a grievance hearing. After taking everything into account, the Grievance Committee will then make a decision about your complaint and will send you a letter about it. We aim to complete this process within 21 days of receiving your letter of complaint.

At all stages, you will be kept informed of what is happening and what will happen next. If you are invited to attend a Grievance Committee hearing you can ask a friend to come with you for support or to write things down for you. If you would like this but do not know of anyone you could ask, we can suggest organisations that are not connected with Asbestos Support Central England or the West Midlands Hazards Trust, which may be able to support you.

You can use the form at the bottom of this leaflet to make your complaint.

The address for your complaint is:

Asbestos Support Central England, The Warehouse, 54-57 Allison Street, Birmingham, B5 5TH Email: info@asbestosupportce.org

You can use this form to make a complaint

Name.....

Address.....

.....

Telephone Number.....

Email Address.....

Please use the space below to give us brief details of your complaint: