

Complaints Policy

Our approach

We aim to provide high-quality services and welcome feedback. Complaints help us improve and are taken seriously.

How to make a complaint

Complaints can be made via:

- Email: info@paulforbrainrecovery.co.uk
- Letter: **P.A.U.L For Brain Recovery, 6 – 10 Story Street, Hull, HU1 3SA**
- Phone: **01482 620229**

Please provide details of your concern to help us investigate.

Process and timescales

- We acknowledge complaints within 5 working days
- Investigations are completed within 20 working days
- If unresolved, complaints may be escalated to trustees
- Outcomes and actions are communicated to the complainant

Responsibilities

All staff, volunteers, and trustees must support the complaints process, ensure transparency, and treat complainants respectfully.