



# Complaints



We always want to give you the best support



It is important that you tell us if you are not happy about something



This helps us improve



You can let us know by making an informal complaint



You can let us know by making an informal complaint



We take all forms of complaint seriously



# What is an informal complaint?



It is when you have a problem with your support



It is usually about a problem that can be solved quickly/easily



You can make in informal complaint by phone



Or by email



Or face to face



We will always try to fix to the problem within 1 - 3 days



# What is a formal complaint



It is usually about a problem that is more serious



The problem may not be easily solved



We might need to investigate the problem



It might need a senior manager to be involved



This type of complaint must be made in writing



By email



In a letter



or visit  
[www.edgeautism.com](http://www.edgeautism.com)



To complete a form online



# What to include in a formal complaint



Your full name



Your address



Contact details



The date that the  
problem first  
started



As much detail  
about the problem  
as possible



Any ideas for how  
you would like the  
problem to be  
fixed

Please send  
the  
complaint to-



enquiries  
@e d g e a u t i s m . c o m



Or by post to  
Edge Head office



# What will happen next



We will respond in writing to let you know we have received your complaint within 3 days



We will always try to respond fully within 10 days



We will let you know the plan for fixing the problem



You will never be treated badly because you make a complaint



Your support will continue



We will always treat you with respect and listen to you



If you are not happy with how we try to solve your problem



You can contact the Care Inspectorate



You can also contact the SSSC