



Work House Complaints Procedure

September 2009

Work House (Norfolk) Ltd
Henderson Business Centre
Ivy Road, Norwich
NR5 8BF

01603 251707
www.work-house.org

Work House (Norfolk) Ltd. Registered in England no: 6121546

Work House constantly aims for excellent standards in dealing with all its customers. If our service fails to reach this high level we want to put things right as quickly as possible.

Your views, whether critical or complimentary, play an important part in helping us to improve our services. Customer comments, good or bad, are treated with equal weight and are responded to promptly.

To contact Work House with a comment or complaint:

1. In the first instance, please contact the person responsible for the service you've received; they will endeavour to resolve your issue / problem quickly.
2. If their response is unsatisfactory to you, please ask for our Customer Complaints form, we will email or post this to you. Complete the form and send it to Work House (Norfolk) Ltd, Henderson Business Centre, Ivy Road, Norwich NR5 8BF. Your complaint will be assigned to one of the Work House Directors, who will investigate it fully on your behalf.
3. Complaint letters are either answered or acknowledged in writing within five working days; some complaints take longer to resolve so we will keep you informed of progress by writing to you within 10 working days after the first acknowledgement. The designated Director will get back to you within this timescale with a response and if appropriate, a solution / resolution to your issue.

If after this investigation you are still not satisfied, you can ask for your complaint to be reviewed by the board of Directors at Work House.