



Tell us what you think...

HOW TO MAKE A COMPLAINT:

If you are unhappy with the service or if you feel something has gone wrong, please let us know then we can try to put it right.

Firstly you can talk either to your key worker or a support worker at your scheme. Most problems can be sorted out this way by discussing the issue. If your problem cannot be resolved by talking to your Support Worker you can.....

Contact the Team Leader / Manager for your scheme by any of the following:

Phone

Letter

Email

Feedback form

If the situation is still not resolved to your satisfaction you can contact one of the Empanda directors by email at feedback@empanda.org.uk

COMMENTS and COMPLIMENTS:

Listening to what you have to say helps us to know what we are doing well, and where improvements can be made.

Empanda would like to hear from residents, whether it is a complaint you wish to make, a comment or suggestion for improving the service or a compliment.

Please use the Feedback forms available and put them in the Suggestions Box in your scheme or just email us with your comments.

In some circumstances you may wish to make a comment or complaint and to remain anonymous, you can do this by completing the Feedback Form and sending it to:

Empanda, Saracens House, St Margaret's Green, Ipswich, IP4 2BN

If you do not give your name, it may take us a little more time to investigate any problem but you can be sure it will be looked into and recorded.

Empanda staff will help and support you in raising a complaint if required.