



Little Hearts Matter Complaints Procedure

Our commitment.

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

What is a complaint?

A complaint is when you tell us you are not happy about the service we provide. It can be about anything and could include:

- When we do not deliver a service on time
- When we give you the wrong information
- When you receive a poor-quality service
- When you have a problem with a member of staff

How to make a complaint?

If you wish to make a complaint you can contact our Chief Executive, Lisa Davies in any of the ways listed below;

- By email to lisa@lhm.org.uk
- In writing to Lisa Davies, CEO, Hagley Court, 40 Vicarage Road, Edgbaston, Birmingham, B15 3EZ
- By phone to our Chief Executive on 0121 455 8982
- In person at our Edgbaston office. Your complaint will be fully investigated and a response issued within 10 working days.

If you feel that your complaint has not been resolved, you can contact the Chair of the Board of Trustees, Warren Manger, warren@lhm.org.uk

Response times: We will acknowledge receipt of your complaint within 2 working days. We will issue a full response within 10 working days. If there is a delay in responding we will keep you informed of our progress.