



How to Complain...

At Rehability UK, we want everyone to have a positive experience of our care and support. If something hasn't gone right, please tell us. Complaints help us learn and improve.

Who can Complain?

- People we support
- Family members, carers or representatives
- Visitors, neighbours or professionals
- Our own staff (via this process or our Whistleblowing Policy)

You can complain about any part of our service—care, communication, decisions, charges, staff conduct, or how we handled a previous concern.

To Make a complaint You can

- 1) Speak to the Manager of the Service
- 2) Telephone us on [0333 344 3095](tel:03333443095)
- 2) Email us directly on info@rehabilityuk.co.uk
- 3) Fill in the form online at our website
<https://www.rehabilityuk.co.uk/complaints>
- 4) Write to us at Rehability UK Block 3, Nexus House, Aston Cross Business Park, 50 Rocky Lane, Birmingham B6 5RQ

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