

# Complaints Procedure



Move Momentum is committed to providing the best possible service.

We recognise that sometimes the quality of service may be less than would reasonably be expected. In such an event we feel it important that people have an instant and friendly way of registering their complaint.

If you have a complaint, we would like you to tell us about it.

1. In most cases complaints can be dealt with right away by a personal discussion with the appropriate member of staff who will strive to deal with any complaint to your satisfaction. However, if you feel that your complaint has not been properly dealt with then we ask you to do the following:
2. Telephone or write to the Project Manager, Amanda Watkinson (using the form overleaf if you wish), who will acknowledge in writing within 7 days receipt of the complaint. They will investigate your complaint. (Either manually or electronically)
3. Amanda Watkinson or their designated officer shall communicate the results of the investigation to the complainant within a reasonable time, usually 21 days.
4. Should you be dissatisfied with the result of this investigation you have the right to put your complaint personally to the Board of Trustees.
5. Where appropriate Move Momentum will send you a written response signed by the Chairperson of the Board of Trustees.

We are committed to reviewing our policies annually.

This procedure was last reviewed and approved by the Board of Trustees on 3.11.21.

**All complaints will be treated seriously, and complainants will always be treated with courtesy and respect.**

UNIT 12, Winnall Valley Road, Winchester SO23 0LD  
info@movemomentum.co.uk

## Complaint Form

Name \_\_\_\_\_

Address \_\_\_\_\_



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Daytime telephone number (Please give us this so we can get back to you quickly)

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Are you completing this form on behalf of someone else? Yes / No

If yes, please give that person's name and their relationship to you

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Which service is your complaint about?

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Please give details of your complaint

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Please return this form to:

Amanda Watkinson  
Move Momentum  
UNIT 12  
Winnall Valley Road  
Winchester  
SO23 0LD  
[info@movemomentum.co.uk](mailto:info@movemomentum.co.uk)