



## Patoss Complaints Policy

Patoss aims to provide the high standards of service with consideration, courtesy, and professionalism.

If you feel we have not met this standard or that we can improve our service do contact us.

If you have a complaint we aim to ensure that:

- We treat your complaint seriously;
- We deal with your complaint promptly and in confidence;
- We explain what happened and, where required and possible, put it right;
- We learn from complaints and use them to review and improve our service.

The Patoss Complaints procedure is designed to deal equitably and transparently with any complaints made against Patoss or its members

### **Complaints against Patoss**

If you are unhappy with the service we have provided please address your concerns in the first instance to the individual you have been dealing with.

If your issue is not resolved you may write your concerns to the Chief Executive who will investigate the matter and endeavour to send a written response within 10 working days from receipt of your written request.

### **Complaints against an individual member of Patoss**

In the first instance we would recommend you address your concerns to the individual providing the service.

If you are not satisfied with the response you receive you may contact the Patoss Chief Executive in writing, who will investigate your issues.

The Patoss Complaints procedure is available to download from our website.

Relevant documents:

- Complaints procedure described
- Complaint form
- Guidance for members
- Patoss Code of Ethics