

HOW DO I MAKE
A COMPLAINT
IF I NEED TO?



Registered Charity No. 702687

IF YOU NEED HELP...
JUST ASK!



If you have a problem with our service you can talk about it with your worker and try to sort it out. If that doesn't work or you don't feel comfortable talking to your worker (or any other worker), you can talk to any manager. You can also write a letter to the Chief Executive to complain – if you want help with this then just ask!

You can also meet up with the Chief Executive and talk to them about the problem.



42ND STREET WILL...

- Reply to let you know we've got your complaint (within 3 days)
- A senior manager will look into your complaint
- The Chief Executive will either write to you or meet with you to talk about the decision (within 28 days)

If we can't do this in time, we will let you know and tell you why. If you're still not happy, tell us and we will try to sort it out.



CALL OUR HELPLINE TEL.0161 228-1888
THETEAM@42NDSTREET.ORG.UK

TIME
TO TALK

www.42ndstreet.org.uk

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42nd Street is a company limited by guarantee: 2476342 and a registered charity: 702687