



Customer Complaints Policy

Customer Complaints Procedure

If you have a complaint about SYPCO we want to hear about it and we will do our best to put it right.

Our Customer Complaints Procedure has the following goals:

- To deal with complaints fairly and efficiently;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all services

Who can complain?

Anyone who is:

- Receiving a service from SYPCO
- Caring for someone who has a complaint;
- Has been refused a service which they think they may need.

How to complain

SYPCO would like to sort out any complaints as soon as possible.

Many complaints can be resolved informally. In the first instance contact SYPCO and, if you feel able, speak to a member of staff who is working with you or ask to speak to their manager, who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.



Write down your complaint and send it to:

The Manager of SYPCO

SYPCO

79 West View

Barlby Road

Selby

YO8 5BD

To be reviewed 20/5/23