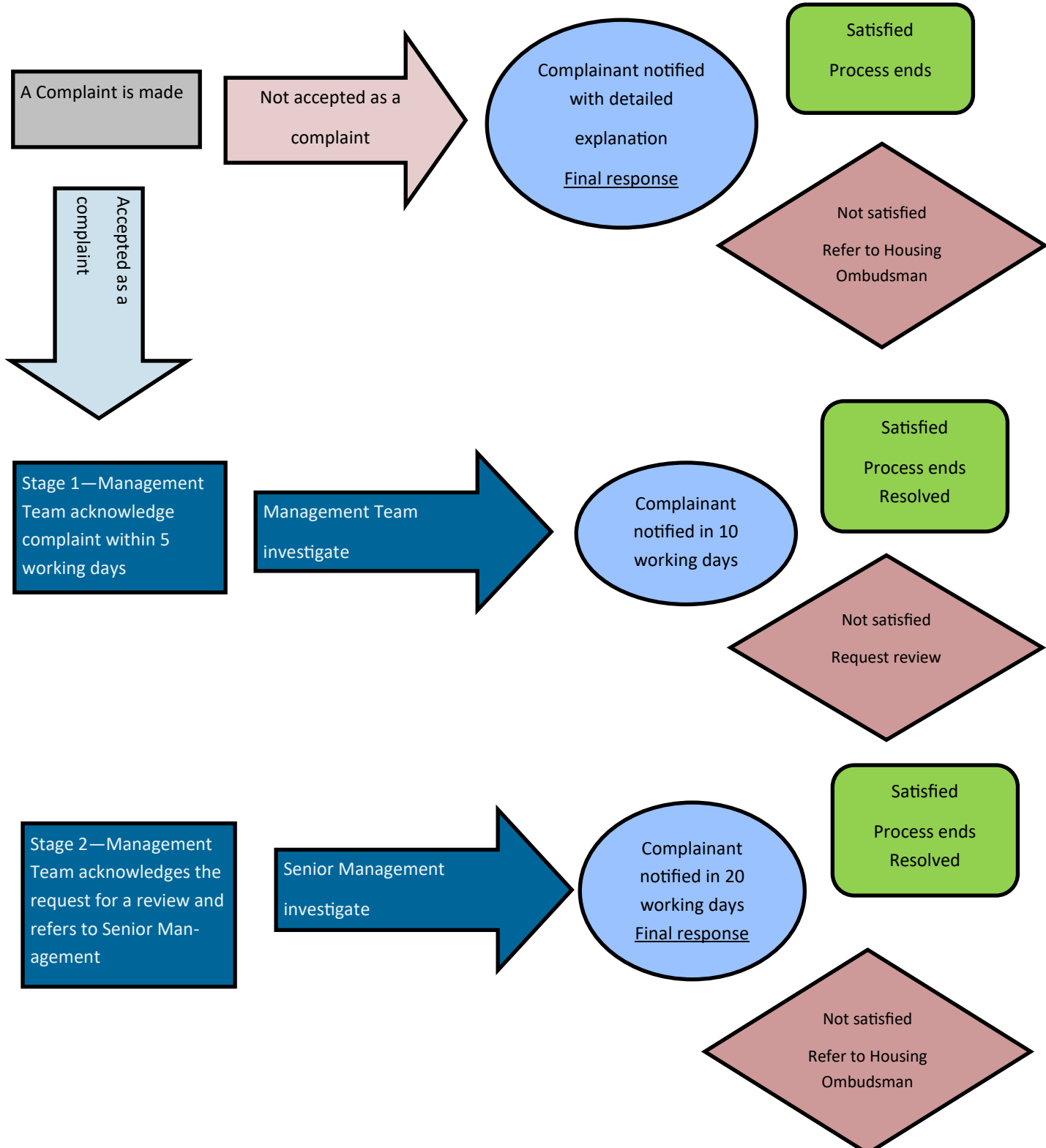


Solo Housing Complaints Procedure

A complaint is defined as an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident, group of residents or a person using or involved with the services of Solo Housing.

All stages of the process must be recorded on the Complaints Audit Record.



Learning will be recorded and shared with the Executive Committee, staff and residents of Solo Housing.