

MORECARE

Complaints Procedure

Morecare is committed to offering the best possible service to clients and volunteers alike. If you are not satisfied, or wish to suggest an improvement, please ring the Morecare number, 08006226245, and discuss the problem with the coordinator on duty.

The Procedure

- We will take all complaints seriously
- We will keep a written record of all the complaints we receive
- We will try to satisfy complaints at an initial discussion with the Morecare coordinator, which we will aim to have within one week of the initial complaint
- If you then decide to make a formal complaint, please make it in writing and address it to the President of Morecare (see below) who will acknowledge its receipt in writing, within 7 working days. The President and Committee will then meet with you personally, and investigate the complaint
- A reply from the Committee, informing you of the outcome and any action taken will be sent within 21 days of the meeting

Chair's Address

Chair of Morecare
C/o The Practice Manager
Moretonhampstead Health Centre
Moretonhampstead
TQ13 8LW