Carelinks – Complaints Procedure

Carelinks aims to provide useful services which meet the needs of those it supports. We hope that we achieve this most of the time but, if we are not getting it, right please let us know.

In order to ensure that what we do maintain good standards, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with us.

If you are not happy with Carelinks, please tell us.

If you are unhappy about any Carelinks service, please contact one of our trustees:
Rob Clements - clementsrc@hotmail.com

If you are unhappy with an individual representing Carelinks, it is sometimes better to tell that person directly. If you feel this is difficult or inappropriate, then use the contact details above.

Often we will be able to give you a response straight away. If the matter is more complicated, we will try to give you at least an initial response within five working days.

All written complaints will be logged. You will receive a written acknowledgement within three working days. Our aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If, after we have responded, you are not satisfied, please write to
Norman Stock – norman@stocktribe.co.uk
who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

Finally, please also let us know if you are happy with the services provided by Carelinks.