



Inspire South West's Complaints procedure

The purpose of this policy is to ensure complaints made against Inspire South West, or any member of its staff, will be handled in a timely manner where possible.

Inspire South West seeks to work in partnership with all parties concerned, thus making it easy for the aggrieved person to submit their complaint. This policy is not intended as the only solution to the matter which is the subject of a complaint.

Complaints should ordinarily be made within 12 months of an incident or of the matter coming to your attention. This time limit can be extended provided you have good reasons for not making the complaint sooner and it is possible to complete a fair investigation. This decision will be taken in discussion with you.

You can make a complaint in writing or by email. If you are complaining on behalf of someone else, you must provide their written consent in order for Inspire South West to respond accordingly.

Complaints and concerns need to be made to Lyn Brown Founder and CEO of Inspire South West.

Contact Address :
1 Allenstyle Drive
Yelland
Barnstaple
Devon
EX31 3DY

Mobile No: 07453300171

Email: Lyn.Brown@inspiresouthwest.co.uk

On receipt of a written summary of your complaint, we will contact you, where possible, within 14 days to inform you of our understanding of the circumstances leading to your complaint.

Inspire South West will do their best to ensure your concerns are dealt with appropriately, if an agreement cannot be reached, the person dealing with your complaint will write to you, the response will set out the findings and, where appropriate, provide apologies and information regarding action taken as a result of your complaint.

Company Number: 9561027

1 Allenstyle Drive, Yelland, Devon, EX31 3DY
Tel: 07453300171 Lyn.Brown@inspiresouthwest.co.uk

Updated 11/4/2021 By Jenni Budd



If The concern is raised about the CEO this would need to be raised with LADO

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Updated 11/4/2021 By Jenni Budd