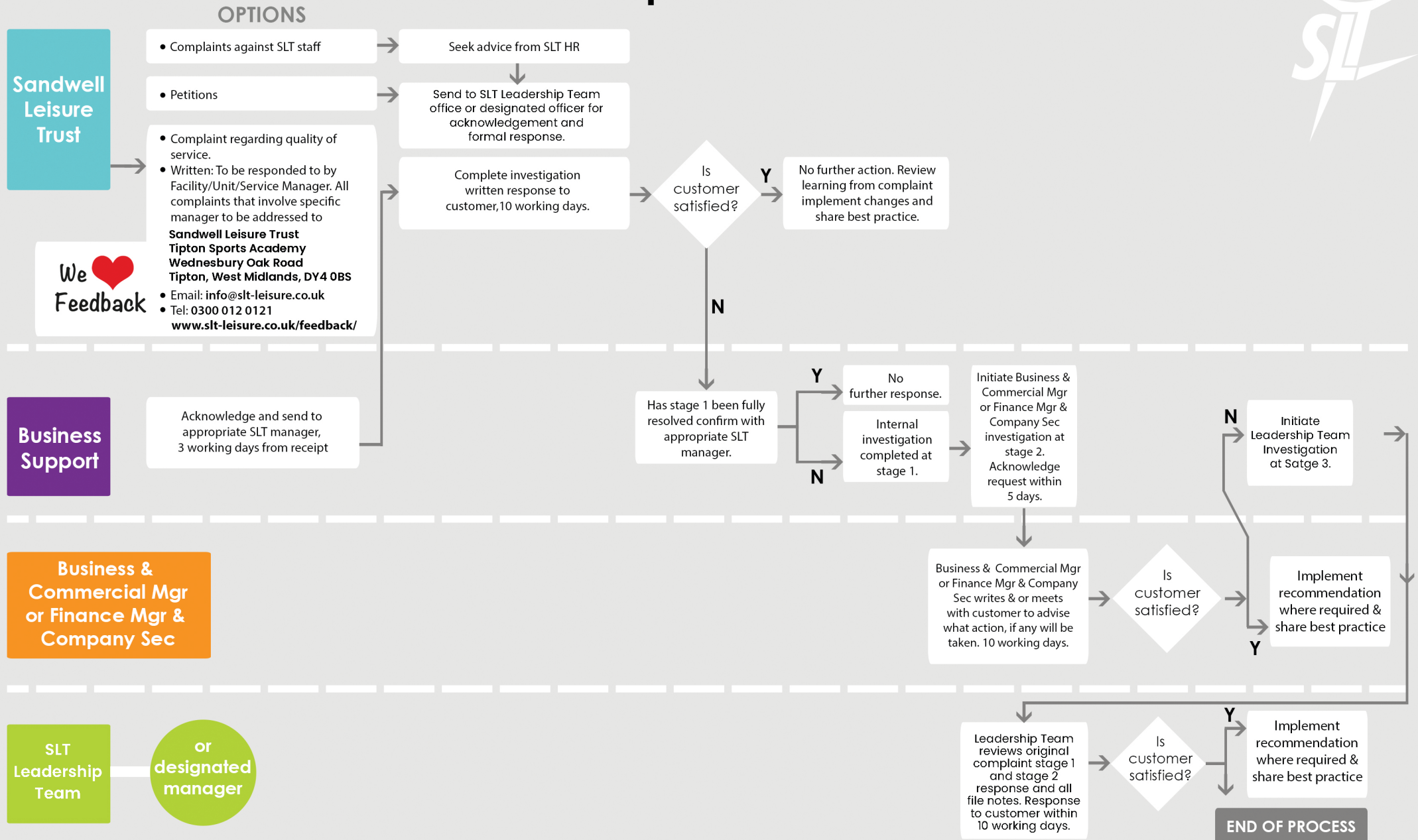


SLT Complaints Procedure



Informal Process

Where customers wish to raise issues about the service there are opportunities for them to speak to staff (in order that the service can action any request immediately) prior to submitting comments through the formal process.

September 2022

Ensure all complaints recorded include all paperwork for filing at each Facility/Unit/Service area