

Complaints Procedure for BODI MORSE

Contact details:

Address: 8 Marine Drive Seaford BN252RS

Mobile: 07887364259

Email: bodi@bodimorse.uk

When a complaint is received the full details will be recorded in the Complaint Log. Complaints can be received **in person or by telephone or in writing**.

A response will be made to the customer within 5 working days.

Where the complaint is of a more complex nature and a response will not be possible within 5 days, the customer will be contacted within 5 working days and advised of this. The customer will be given an indication of how soon a full response will be made.

Where it is not possible for a complaint to be resolved within a month of receipt, the customer will be given a clear explanation in writing.

The customer will also be given a copy of the Support With Confidence customer feedback form and advised that they can contact East Sussex Trading Standards Service if they wish to do so. The Support with Confidence team can be contacted on 01323 463440.

If the complaint has any safeguarding aspects, the customer should contact Health and Social Care Connect on 0345 60 80 191.

All actions taken regarding a complaint, including letters, telephone calls and site visits, will be recorded in the Complaint Log.