

WEL - LET US KNOW WHAT YOU THINK

WEL (Wealden and Eastbourne Lifeline) believe in putting the customer first and so we actively encourage you to let us know about your experiences of the services we provide. We want to hear from you. Tell us what you think – the good as well as the not so good.

We would like to know what works well and where you think we could improve what we do.

Please either write to us at the address below or fill in the feedback form on our website, www.welbeing.org.uk:

Wealden and Eastbourne Lifeline
Greencoat House
32 St Leonards Road
Eastbourne
East Sussex
BN21 3UT

Alternatively you can contact us at any time
Telephone 01323 644422
E mail info@welbeing.org.uk
Fax: 01323 636398

You may nominate a third party to act for you. We will seek confirmation that they are authorised to represent you.

We will let you know if anything you tell us leads to a change of policy or procedures.

If you are dissatisfied with our service we will respond to you in accordance with our formal complaints procedure

STEP 1

We will acknowledge your complaint within 3 working days

We will thoroughly investigate your complaint

We will reply to you within 10 working days

STEP 2

If when you receive our reply you are not satisfied with the outcome you may contact our Managing Director who will review your complaint and the action taken and refer the complaint to our Board of Management.

We will take any complaints very seriously, apologise if your complaint is upheld, and learn from our mistakes in order to improve the services we provide.