

If you make a complaint...



We work hard to provide an excellent service. Occasionally, things go wrong. When this happens we want you to tell us so we can put things right for you and take steps to ensure the problems are not repeated.

That is why we want you to complain to us if you are unhappy with our service.

These are our promises if you complain to us.

We will ALWAYS

- ✓ listen carefully to your concerns
- ✓ treat any expression of dissatisfaction as a complaint
- ✓ respond positively and learn from complaints
- ✓ deal with your complaint sensitively and in confidence
- ✓ send you our full customer complaints procedure if you ask us
- ✓ sort out your complaint as quickly as we can
- ✓ write to you within three working days to confirm we have received your complaint
- ✓ investigate your complaint and write to you within two weeks
- ✓ tell you what we will do to put things right, and tell you when we will do it
- ✓ say sorry if we have got things wrong
- ✓ tell you how you can appeal against our response to your complaint

We will NEVER

- ✗ tell you to put your complaint in writing
- ✗ judge you or be defensive about poor service
- ✗ disregard or ignore any complaint
- ✗ give you a better or worse service because you have complained in the past

How to contact us



General enquiries

0300 123 1745

0300 numbers are cheaper to call, even calls from mobiles.
0300 numbers are only available to public sector, not for profit or charitable organisations.



Repairs hotline

0800 279 2101



Text

60066 (start your text with fch)



Fax

0121 236 9953



E-mail

friendship@longhurst-group.org.uk



West Midlands

50 Newhall Hill,
Birmingham B1 3JN

East Midlands

5 The Triangle, Enterprise Way,
Nottingham NG2 1AE

For a different language or format, please contact us.

如果您需要其他语言或格式的帮助，请联系我们

В случае необходимости получить и формацию на другом языке или в другом формате просим связаться с нами.

Pour tout autre langue ou format, veuillez nous contacter

بۆ ھەر زمانىكى تر يان ھەر شيوازيكى تر، تڪايه پەيوەندىيمان پتوہ بکہ

विसे वी ठेर ब्राह्म नं तुप लष्टी विरपा वरवे साडे ढाल संपरव वटे।

Haddii loo baahdo luqad kaleama qaab kale loo sameeyo, fadlan nala soo xiriir

অন্য ভাষা অথবা তর্জমার জন্য আমাদের সঙ্গে যোগাযোগ করুন

لأى لغة أو صيغة أخرى برجاء الاتصال بنا

کسی دیگر زبان یا شکل کے لیے برائے مہربانی ہم سے رابطہ کیجیے