



How to make a complaint

Talk to us



Talk to your worker or a staff member and tell them you'd like to make a complaint.

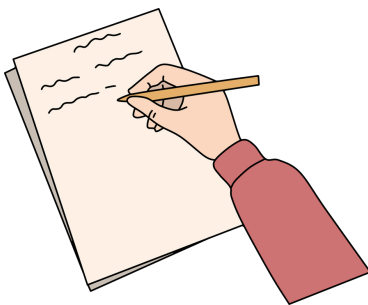
Phone

01595 747 174



We can write your complaint down so you can check it's correct.

Write a letter



The Compass Centre
11 Hill Lane
Lerwick
ZE1 0HA

Email

contact@compasscentre.org





What happens next?



We'll be in touch within 7 working days

We will tell you who is dealing with your complaint and how long this will take.



Unhappy with the outcome

If you are unhappy with the outcome of the investigation, you can appeal to our Managing Director or Trustees.



Anonymous Complaints

Your complaint will be taken seriously, however if anonymous we may not be able to get back to you.



Keeping your data safe

All documents will be held securely



Board of Trustees,
11 Hill Lane,
Lerwick,
ZE1 0HA.



Managing Director,
11 Hill Lane,
Lerwick,
ZE1 0HA.

