



We welcome the opportunity to resolve any complaints that may arise in an efficient, professional and courteous manner. Complaints may help us to see where our services or procedures might be improved; therefore, do let us know if you have found any aspect of our service delivery unsatisfactory or unacceptable. If you want to submit a complaint, please follow the steps outlined below:

Step 1 You can make a complaint by telephone, email or in writing to the support leader. Please provide an outline of the problem and if we need any further information, we will ask you for it.

- The telephone number for the support leader is: 07772056817
- The email for the support leader is: hmaullin.beacon@gmail.com
- Beacon's address is: Cwmfelin, Goitre Coed Road, Quakers Yard, Treharris, CF46 5BB (please clearly address the envelope 'for the attention of the support leader')

Step 2 If you are not satisfied with the answer you receive from the support leader, you may complete the online form on our website with your name and contact details and click send. The managing director will then investigate your complaint. We aim to give you a full reply by letter or email within five working days. You can also contact the managing director by telephone, email or in writing.

- The telephone number for the managing director is: 01443 553568 or 07837518315
- The email for the managing director is: support@beacon-services.org
- Beacon's address is: Cwmfelin, Goitre Coed Road, Quakers Yard, Treharris, CF46 5BB (please clearly address the envelope 'for the attention of the managing director')

Registered office: Cwmfelin, Goitre Coed Road, Quakers Yard, Treharris, Mid Glamorgan CF46 5BB

www.beaconsupport.co.uk

support@beacon-services.org

Phone: 01443 553568/07837518315

In the event that you are still not satisfied (DSA related complaints) then the matter will be referred back to the Disability Officer or Assessment Centre. If the complaint remains unresolved then the matter will be referred to DSA-QAG. Contact details for DSA-QAG can be provided by Beacon Support if required.

Elisabeth Chambers, Managing Director (2017)