



**The Belmore Centre  
115 Lower Road  
Stoke Mandeville  
Buckinghamshire  
HP21 9DR**

## **Complaints Procedure**

Should you have any comments, suggestions or complaints please raise these initially with your therapist or other member of staff.

If you are not satisfied you may put your comments, suggestions or complaints in writing to the Director at the address below:

**The Belmore Centre  
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Written complaints will be acknowledged within 2 working days and we aim to give a formal response to complaints within 20 working days.

Should you be dissatisfied with the outcome of your complaint, you can escalate your complaint to either of the below

- The Ombudsman  
[www.ombudsman-services.org](http://www.ombudsman-services.org)