



**Princess Royal Trust**  
for Carers in Hampshire

## COMPLAINTS PROCEDURE

Although the Princess Royal Trust for Carers in Hampshire makes every effort to provide a fair, accurate and impartial service to Carers, we recognise that there may be occasions when, for whatever reason, we unwittingly depart from the high standards we set ourselves. Consequently, we welcome comments and suggestions which could help improve the service.

However, in the event that a client has reason to complain about any aspect of our service, this will be brought, in the first instance, to the attention of:

Mrs Alison Wood  
Business Manager  
The Princess Royal Trust for Carers in Hampshire  
Basepoint Industrial Estate, East Portway  
Caxton Close  
Andover  
SP10 3FG

The Business Manager will respond to the complaint **within three working days of its receipt and will try to resolve it quickly and to their satisfaction.**

If they are unsatisfied with this response, *the complaint must be put in writing and addressed to:*

Mrs K Hearsey MBE  
Chief Executive  
Private and Confidential  
The Princess Royal Trust for Carers in Hampshire  
Basepoint Industrial Estate, East Portway  
Caxton Close  
Andover  
SP10 3FG

The Chief Executive will respond to you within seven working days of receipt. If still unsatisfied the complaint must be put in writing and addressed to:

The Chair of the Board of Trustees  
The Princess Royal Trust for Carers in Hampshire  
Basepoint Industrial Estate, East Portway  
Caxton Close  
Andover  
SP10 3FG

After full consideration of the issues, the Chairman's decision is final and no further discussion or correspondence will be conducted.