

Where do you go if you are still not satisfied?

If you have had your complaint fully investigated by us and still feel that your concerns have not been addressed you may contact:

For service related complaints:

Local Government Ombudsman
PO Box 4771
Coventry
Leicestershire. CV4 0EH
Telephone: **0300 061 0614**

For housing related issues:

Housing Ombudsman Service
Exchange Tower
Harbour Exchange Square
London. E14 9GE
Telephone: **0300 111 3000**
Email: info@housing-ombudsman.org.uk

About Us

Ambient Support (formerly known as Heritage Care and Community Options) is a registered UK charity with over 25 years experience in providing care and support services for older people, people with a mental health need and people with a learning disability.

Our wide range of quality specialist services are delivered by our dedicated, professional and passionate staff and our success is built on supporting people to live a full and meaningful life, regardless of age, health or disability.

Head Office & Registered Address:

Ambient Support, Unit 9, Bourne Court, Unity
Trading Estate, Southend Road Woodford
Green, Essex. IG8 8HD

Telephone: **020 8502 3933**

Email: hello@ambient.org.uk

Website: www.ambient.org.uk

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Quality Commission (Provider
ID: 1-102643235). Ambient Support Limited
is a Company Limited by Guarantee.
Registered in England & Wales.
Company Registration number: 07211819.
Registered Charity number: 1135353.

ambient
Passionate About People

Do you have
a suggestion
or complaint?



Help us to learn and improve
our services

www.ambient.org.uk

Who can make a suggestion or complaint?

Anyone may make a suggestion or complaint about Ambient Support.

Why should you make a suggestion or complaint?

We aim to offer a high standard of service in all that we do. Telling us your suggestions or complaints will help us to learn and then improve the services that we provide. Suggestions or complaints may be made verbally or in writing to us.

How do you make a suggestion or complaint?

If you feel comfortable you should first discuss your thoughts with a member of the Ambient Support staff team. They will probably be able to address any suggestions or concerns that you have.

If you do not feel able to speak to a staff member then you may complete the form opposite and return it to us at our head office in Woodford, Essex (detailed on the bottom of the form).

Alternatively you may email: **hello@ambient.org.uk**
(Please ensure that you provide us with all your contact details so we can get back to you) or call us on: **020 8502 3933**

We aim to process all suggestions and complaints as quickly as possible.

- We will thoroughly investigate your query and provide a full response to you within 28 days.
- If appropriate Ambient will appoint someone independent to investigate your concerns.
- We will always keep you informed about the progress of your suggestion or complaint and let you know the outcomes from any investigation.
- **We will always seek to find a satisfactory outcome.**



Suggestion / Complaint Form

Name:

Address:

Postcode:

Telephone Number:

Email:

Service:

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Detail of complaint or suggestion:

Please continue on a separate sheet if necessary

Please Return your Completed Form to: Attn: CEO, Ambient Support, Bourne Court,
Southend Road, Woodford Green, Essex. IG8 8HD

We will use the information that you have provided on this form to communicate with you, so we may process your suggestion or address your complaint. By providing your address and or/email and phone number you are agreeing to us contacting you by any of these methods.

