

MEADOW



COURT

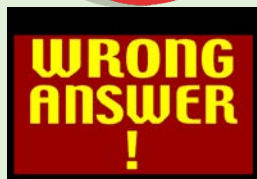
COMPLAINTS PROCEDURE



Clients or their representatives are encouraged to ask any member of staff for further information on matters to which they genuinely do not understand



Occasionally, the response may not be seen to be adequate: in which case it is important to seek an answer from Meadow Court at the earliest possible time, and within one month at the latest.



Meadow Court will then investigate the circumstances and attempt to resolve the problem/s



In the event of the problem/s being not satisfactorily resolved, the issue may be serious enough to involve the registering authority.

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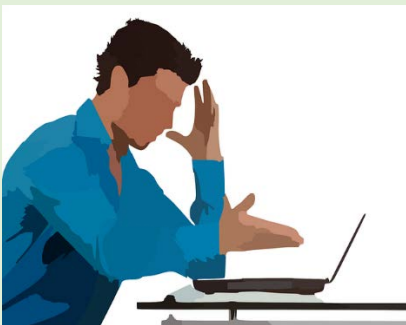


The client or his/her representative or Meadow Court may make representations to the authority.



The registering authority is:

CQC NATIONAL CUSTOMER SERVICE CENTRE
CITYGATE
GALLOWGATE
NEWCASTLE UPON TYNE
NE1 4PA
Telephone: 03000 616161
fax: 03000 616171



In the event that it is felt the problem has not been adequately dealt with by the registering authority, there are other agencies who can help. One of the following may be of value. You may if you desire, seek advice from any other source.

Rebecca Pow MP's Constituency Office
01823 443062
Masons House,
Magdalene Street,
Taunton, TA1 1SG



rebecca.pow.mp@parliament.uk