

**Main/Registered Office: Signposts, 58 Regent Road, Morecambe, LA3 1TE**

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Community  
Legal Service



Help Point



E-mail: [signpostsmarc@signposts.org.uk](mailto:signpostsmarc@signposts.org.uk)

Website: [www.signposts.org.uk](http://www.signposts.org.uk)

**“Working to Empower the Community”  
in Lancashire and Cumbria**

Pamela Beswick - Chief Executive Officer

## **SIGNPOSTS COMPLAINTS PROCEDURE**

**Signposts** aims to offer the best possible service to the people who use it, but recognises that, at times, it may not do so.

**Initially, the complaint should be made direct to the person concerned and as soon as possible**

If you still feel that your complaint has not been resolved properly, then please contact, Pam Beswick, Chief Executive, who is responsible for the complaints procedure. The following will then happen;

- 1) We will write to you to let you know we have received your complaint (normally within 7 days)
- 2) The Signposts Chief Executive or Chairperson (as appropriate) will investigate the circumstances which have led to the complaint.
- 3) We will let you know the result of our investigation in writing within 21 days (if this is not possible we will write and let you know how long it will take).
- 4) If you still feel that your complaint has not been dealt with properly you have the right to present your complaint in person to the Executive Committee of Signposts.

Charity Registration Number: 1117645

Member of AdviceUK (previously FIAC)

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Registered in England and Wales



North Lancashire  
Teaching Primary Care Trust



INVESTOR IN PEOPLE

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5) Where appropriate, Signposts shall give a written apology (signed by the chairperson) to you.