

## COMPLAINTS PROCEDURE

All children and adults who use any of Circle’s services should know that we have a Complaints Procedure.

If you feel you have a complaint against any member of staff or about any service you have received you can:

- **Inform any member of staff that you want to complain;**
- **Telephone the Chief Executive on 0131 552 0305; or**
- **Write to the Chief Executive at: 18 West Pilton Park, Edinburgh EH4 4EJ**

On receiving a complaint, we will implement the following procedure:

