

**Midstream (West Lancs) Ld**  
**Complaints and Appeals Policy**

Midstream is committed to continuous improvement and welcomes all opportunities to improve its service. Complaints may be received verbally or in writing.

When a complaint is received verbally we will take the complaint seriously and aim to resolve it as soon as is practical.

Clients, if they so wish may appoint an advocate to act on their behalf. In these instances we would require verbal or written confirmation from the client that they have appointed an advocate to act on their behalf.

Written complaints should be addressed to Anita Cooke, Chief Executive, Midstream (West Lancs) Ltd, 2 Penrose Place, Skelmersdale, WN8 9PR or sent by e mail using [anita.cooke@btconnect.com](mailto:anita.cooke@btconnect.com)

The Chief Executive will make arrangements for the complaint to be investigated internally before making a response.

The timescale for responses to all written complaints is 15 working days from receipt of the complaint.

If the complainant is not satisfied with the Chief Executive's response they are requested to appeal, in writing, to Mr Robert Johnstone, Chair of the Board of Directors / Trustees c/o Anita Cooke, Chief Executive, Midstream (West Lancs) Ltd

The Chair of the Board of Directors will respond to the complainant within 15 working days from receipt of the appeal letter.

**The Board of Directors / Trustees decision is final.**

*All written complaints and appeals will be logged and reported to the Senior Management Team and Board of Directors / Trustees.. Reports will identify the types of complaints and appeals, characteristics of complainants, trends and recommended actions (for internal use only).*

*Complaints & Appeals Policy will be made available to all clients, their parents and, where appropriate their advocate on induction and/or upon request.*