

Step 3 – The Last Step

If you are still not happy about the way your complaint has been dealt with it will be passed on to the ECHO Chairperson and the Board to sort out. They will ask a special complaints committee to meet within 21 days to deal with your complaint.

You can also make a complaint about ECHO to Herefordshire Council by calling

 01432 260 000

If you have something to say to ECHO, we want to hear it.

 ECHO, 40-42 West Street, Leominster, HR6 8ES

 01568 620307

 Email: echo.info@echoherefordshire.co.uk

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Have you got something to say to ECHO?

We want to hear it.



Complaints, Suggestions, Say well done

ECHO for Extra Choices in Herefordshire Ltd.
Registered Charity No 1096449 Company No 04475254

ECHO for Extra Choices in Herefordshire Ltd.

At ECHO we want to provide good quality services.

We need your help to do this.

If you have something to say – we want to hear it.

You may want to:

-  • Make a complaint about something you are unhappy about
-  • Make a suggestion about how we could do things better
-  • Say well done and thank you

Whatever you want to say we will listen.

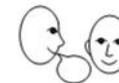
You have a right to complain about:

- A service we provide
- The behaviour or actions of ECHO staff, participants or volunteers

ECHO has written down the rules for everyone to follow. This should make sure that we deal with all complaints quickly and fairly.

If you are making a complaint this is what will happen.

Step 1 – Tell someone about it



Please tell the person running the activity or the person the complaint is about. You can ask anyone you trust to help you to tell ECHO.

Step 2 – Put it in writing



You should write down your complaint yourself or ask someone you trust to help you if:

- Your complaint cannot be sorted out at Step 1
- Your complaint is more serious
- You want to make a formal complaint

 Send your letter to the ECHO Chief Officer. They will contact you within 7 days.

We aim to sort out complaints within 28 days.