

MAKING A COMPLAINT

A GUIDE FOR SERVICE USERS

2025



3 TREES CARE & SUPPORT LTD.

56A Greystoke Avenue,
Westbury-on-Trym, Bristol, BS10 6AZ

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www.3tcs.co.uk

WHAT IS A COMPLAINT?

A complaint is when you tell us you are unhappy about a service and you want a response from us.



We would really like you to tell us if:

- We do something in the wrong way.
- We do something that should not have been done.
- We do not do something that should have been done.



There are lots of people who can help you to tell us what you think:

- Support worker
- Advocate
- Team Manager
- Social Worker
- Friends
- Family



Please tell us what we can do to try to make it better.



WHAT HAPPENS NEXT?

We will contact you within 24 hours of reading your complaint to let you know we have read it.



Becky and Yvonne will talk to you about your complaint and make sure we understand what the problem is.



We will listen to what you have told us and tell you what we will do about it.



We will write to you to answer your complaint within 1 month.



If you are still unhappy, you can tell our CEO. His name is Stuart Carter.



Stuart will look at your complaint and write to you within 1 month.



WAYS TO CONTACT US

By writing a letter:

56A Greystoke Avenue
Westbury-on-Trym
Bristol
BS10 6AZ



By phone:

0117 9505606



By email:

services@3tcs.co.uk

