



Wellbeing at Redbridge Lakes

E: wellbeingcic.contact@gmail.com

A: 1 Salix Lane IG88LY

The organisations Redbridge Lakes Ltd (RLL) and Wellbeing at Redbridge Lakes CIC (the CIC) operate at Salix Lane, IG8 8LY. The organisations share a common policy framework, but remain separate legal entities, independently responsible for the adoption, implementation, monitoring and review of this policy as it applies to their own activities.

Schedules identifying organisational responsibility for fulfilling the policy are included.

COMPLAINTS PROCEDURE.

Redbridge Lakes Ltd and the CIC want the people we work with to get the best service, but we may not always get things right. If you are unhappy with our service, we'd like to hear about it so we can put matters right.

We want to

- Make it easy for you to tell us what went wrong.
- Give your complaint the attention it deserves.
- Resolve your complaint fairly and without delay
- Make sure you are satisfied with how your complaint was resolved.

What we will do

Initially we will seek an informal resolution, Addressing the issue informally with the people involved. Sometimes a respectful conversation can resolve the issue quickly.

If that is not possible, you can make a formal complaint

- In writing to the CIC
- Verbally to a manager or a trustee who will record your name, contact information, date(s) and description of the incident(s), name(s) of the person(s) involved, and what outcome you seek.
- CIC directors will consider your complaint and aim to respond within 10 days.

Complaints should be addressed as appropriate, to

The CIC

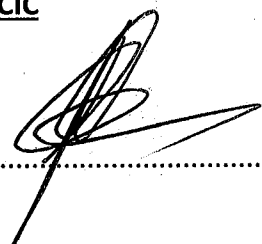
Redbridge Lakes Ltd

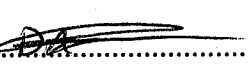
wellbeing.redbridgelakes@gmail.com or

gordon@redbridgelakes.co.uk

SCHEDULES

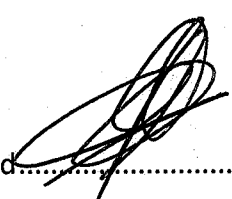
APPROVED FOR WELLBEING AT REDBRIDGE LAKES CIC

CIC Director 1 GORDON Bullock signed  date 24/05/2026

CIC Director 2 DREW Follon signed  date 24/05/26

Policy Review Date

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