



Passionate
about
possibilities.

Not Happy With Our Service?

- here's what to do next

Our Policy

At DIAL, we are passionate about getting things right and providing the best possible service to all.

If you are not happy with any aspect of our service, please let us know. It is our policy that in the first instance you speak to the person involved.

If you do not feel that you can do this, then we will be happy to talk to a friend or relative on your behalf.

Get in Touch With Our First Contact Team



01226 240273



first.contact@dialbarnsley.org.uk







www.dialbarnsley.org.uk/contact/



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Our Promise

-  We will treat you with respect, and ask that you show the same respect in return.
-  We will listen to you and your concerns, and take them seriously.
-  We aim to resolve your complaint in a calm and friendly way.
-  We encourage our staff to learn from this process, as well as to make sure that you feel listened to.

Full Complaints Procedure

We hope that any issues that you have will be dealt with at this stage. If you are still unhappy, then we will send you a copy of our full complaints procedure.

DIAL Office, 3rd Floor, McLintocks, Summer Lane, S70 2NZ

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www.dialbarnsley.org.uk