



Problem Solving Procedure for Service Users

Ostomy Lifestyle aim to provide the highest standard of service possible to our callers. To help us achieve this, we ask you to inform us if you have not been entirely satisfied with the service you have received. Complaints are always investigated fully and all information given will remain confidential, in accordance with Ostomy Lifestyle's confidentiality policy.

Stage 1

Initially, complaints should be made via the Helpline. The operator you speak to may be able to resolve the issue with an explanation or apology. They will make a note of the nature of your complaint and this will be looked at during our feedback review.

Stage 2

If you are not satisfied after speaking to a Helpline operator about your complaint you can either ask to speak to the Helpline Services Manager or make a written complaint to the Chief Executive at our office address. You will receive a response from the Helpline Services Manager or Chief Executive within 10 working days.

Stage 3

If you are unsatisfied with the outcome of stage 2 you have 15 working days to appeal. Within this time you may make a written request for a review of the case by the Board of Trustees. A response from the Board of Trustees will be made within 1 calendar month of receipt of your appeal letter.