

EAST ANGLIAN DRIVEABILITY

COMPLAINTS

We hope you have enjoyed your visit and found it to be useful and informative. If you have any comments to make that may help us to improve the service for others, please tell us, we value your opinion.

If you wish to make a complaint this should be made, in writing to:

Mrs. Y. Bateman, Chief Executive, East Anglian Driveability, 2 Napier Place, Thetford, IP24 3RL

Email: YvetteB@eastangliandrivability.org.uk

who will undertake to respond within 72 hours and will investigate the complaint within 28 days but this may be extended to seek external advocacy services to resolve the issue.

**Yvette Bateman
Chief Executive, East Anglian Driveability**