

Making a Complaint

GamCare is committed to providing safe and effective services for all our callers and clients. If you are not satisfied with our services, please let us know and we will do our best to resolve any issues with you. If you wish to make a complaint, you can do so in the following ways.

» **Write to us:**

GamCare
1st Floor
91-94 Saffron Hill
London
EC1N 8QP

» **Email us:**

complaints@gamcare.org.uk

» **Talk to us:**

020 7801 7000

» **What happens when I make a complaint?**

When you submit a complaint to our team, we aim to resolve the issue as soon as we receive this if possible. If this cannot be achieved, a record of your complaint will be passed to the relevant Head of Service.

Your complaint will be investigated within 10 working days, (20 for more complex matters), and we will follow up with you to let you know the outcome.

If you are not satisfied with the outcome, you can contact us within 10 working days to request that this is reviewed by a Director and we will follow up with you to let you know the outcome.

If you have followed this process and are not satisfied with the outcome, you can appeal to the Charity Commission.