Caritas
Diocese of Salford

We welcome feedback

We're happy to receive compliments, hear what you feel we are doing well, and hear any suggestions you may have.

If you're not happy with the service you've received, please speak to a staff member who will try to resolve the issue.
If you remain dissatisfied, you can submit a complaint to:

Email: **info@caritassalford.org.uk**

Caritas House, 4 Nobby Stiles Drive, Manchester, M4 4FA

Tel: **0161 817 2250**

We will proactively work to resolve any complaints as soon as possible and respond within 10 working days.

You have the right to appeal the decision, and we aim to respond to appeals within 20 working days.

If you remain unhappy, you may contact external regulatory bodies for further assistance. These may include the relevant housing ombudsman, relevant commissioners or the Charity Commission.

CARITAS DIOCESE OF SALFORD
Caritas House, 4 Nobby Stiles Drive, Manchester, M4 4FA
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