



Our Approach

At Social Interest Group (SIG), we want to ensure that people can rely on our services.

We understand that actively seeking feedback is essential for assessing and improving service quality. To uphold our standards and best practices, we are committed to transparency, inclusivity, and ongoing organisational learning for the future.

We aim to ensure fair access for individuals providing feedback, making complaints, or expressing concerns and that they receive appropriate and timely responses and resolutions.



Social Interest Group:

1 Waterloo Gardens, Milner Square, London, N1 1TY

Telephone:

020 3668 9270

Enquiries Email:

enquiries@socialinterestgroup.org.uk

Social Interest Group (SIG). SIG is a leading UK-based charity providing bespoke person-centred social and healthcare solutions. Utilising strength-based working models, we specialise in rehabilitating and supporting people with complex needs, empowering them to achieve their full potential.



[@socialinterest_](https://www.socialinterestgroup.org.uk)
www.socialinterestgroup.org.uk

Charity no. 1158402 | Company no. 9122052



Feedback & Complaints

Help us improve our services



Complaints

Your experiences matter to us and we're here to support you.

We understand that raising a complaint can be a difficult experience, and we want to assure you that your concerns are important to us.

We will keep you updated on how we are addressing your complaint and the timeframe you can expect for this process. Once we have thoroughly investigated your situation, we will write to you with the outcome.

If you need to appeal our decision, we will provide you with clear steps on how to do so. And if the outcome still doesn't meet your expectations, we'll guide you to the best organisation that can help you further.



Have Your Say

Your experiences and feedback are essential to help us improve our services.

We'd like to hear from you if you have a complaint, comment, concern, or compliment.

What happens after you contact us?

We will:

- Acknowledge your feedback and any concerns.
- Ask questions for clarification to understand if any actions are needed.
- Determine whether an investigation is necessary to help resolve the issue.
- Follow up with you to ensure our response meets your expectations.

How to contact us:

You can speak directly to the Service Manager most relevant to your needs.

Email:
enquiries@socialinterestgroup.org.uk

Phone:
020 3668 9270

Or write to us at:
Social Interest Group, 1 Waterloo Gardens, Milner Square, London, N1 1TY.

Please share your preferred contact details so we can respond to you promptly.