



How to complain about our service- Easy Read



FAiR tries to give a helpful professional service. If you are not happy with any part of our service, tell us and we will try to put things right.

If you want to complain about something, you can talk to the Advice Worker who dealt with your case.

If you do not want to do that, you can talk to Kimberley Swan our Chief Executive.



Tel: 0131 662 1962



Email: Kimberley@fairadvice.org.uk



**By letter: Kimberley Swan
FAiR
95 Causewayside
Edinburgh
EH9 1QG**

If you are not happy with how your complaint was dealt with, you can ask to speak to the Chair of the FAiR Board- Dr Diane Willis. Contact details are available on request.