



# **YOUR VIEWS MATTER**

**Tell us about the support we've given you**

Easy Read

# Give us feedback



We hope you have a positive experience of using our services. If you have, please tell us so we can pass on your comments to the members of staff involved.



We put the people we support at the heart of everything we do.



We want to listen and learn from your experiences so we can carry on making our services better.



We know we don't always get it right and there's always ways to do things better.



Every year we carry out a survey to check how happy you are with the services we provide.



Or you can tell us what you think at any time. You can speak to a member of staff or write to us.

# How to make a complaint



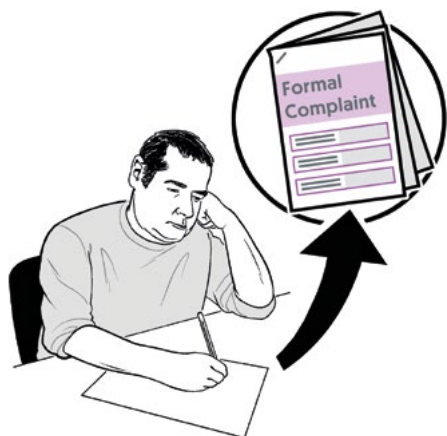
You have the right to make a complaint if you are not happy about any part of the support you get from us.



You can phone, write or ask to see a member of staff you feel comfortable with about your complaint. You can bring someone along with you for support if you want.



To start with we will try to sort out your complaint locally and informally as often this is the quickest and easiest way.



But, if you're not happy with how the local service dealt with your problem you can make a formal complaint.



This will be dealt with by a more senior person.



We can put you in touch with a local advice agency or advocacy service if you need help to do this.

# There are three stages to our formal complaints process



## Stage 1:

Write or speak to the manager of your service, giving details of your complaint.



They will confirm they got your complaint within three working days.



You will get a formal reply in writing within 10 working days explaining what we are going to do about your complaint.





## Stage 2:

If you're not happy with how we dealt with your problem at Stage 1, you can make an appeal to our chief executive. You should do this within ten working days of getting our reply.



You'll need to tell us in writing why you are appealing. It could be there is new information or you think we didn't follow the right process.



Our chief executive will confirm they have got your appeal letter within three working days.



You will get a formal reply in writing within ten working days telling you if we agree with your appeal.

If we do, we will also tell you what we are going to do to sort out your complaint.

### Stage 3:

If you've gone through stages one and two and are still not happy with how we dealt with your complaint then you can tell an independent agency.





If your support is funded by your local authority you should contact the Local Government Ombudsman.



If your support is funded by your local NHS team you should contact the Health Service Ombudsman.



If you're a tenant you can contact the Independent Housing Ombudsman.

## Our complaints process



**Tell us and we will try to sort the problem out quickly**



**If you're not happy, make a formal complaint to your service**



**If you're not happy, make a formal complaint to our chief executive**



**If you're not happy, contact an independant agency**

## Contact Richmond Fellowship



Website:

[www.richmondfellowship.org.uk](http://www.richmondfellowship.org.uk)



Email:

[communications@richmondfellowship.org.uk](mailto:communications@richmondfellowship.org.uk)



Tel:

0151 482 6140



Write:

Chief Executive's office:  
Richmond Fellowship  
80 Holloway Road  
London  
N7 8JG



If you want this leaflet in a different language  
please contact:

[communications@richmondfellowship.org.uk](mailto:communications@richmondfellowship.org.uk)



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