

TELL US WHAT YOU THINK...

Feedback,
compliments
& complaints



Tell us about your **feedback**

Use the space below to provide full details of your complaint, compliment or suggestion and return it to Richmond Fellowship or the relevant external agency. Please continue on additional paper if required:

We hope you've had a positive experience with Richmond Fellowship and we always welcome any feedback that you share with us.

Your feedback is important because it tells us what we're doing well, where we might be able to make improvements and how we can deliver even better services in the future.

Our priority at Richmond Fellowship is to put the people we support at the heart of everything we do and your feedback helps us do just that.

Who can give feedback?

You may provide feedback if you:

- ✓ are currently receiving support from Richmond Fellowship
- ✓ have used our services in the past
- ✓ are related to someone who is currently using or has used Richmond Fellowship's services in the past
- ✓ are a friend, loved one or colleague of someone who is currently using/has used Richmond Fellowship's services
- ✓ referred someone to one of our services
- ✓ work for one of Richmond Fellowship's partner organisations.

At Richmond Fellowship we don't just support people living with mental ill health – we also support their friends, family and loved ones because we understand the wider impact that mental ill health can have.

How can I give feedback?

You can fill in this leaflet and pass it to a staff member at any time or alternatively, you can email your feedback to us at:

complaintsandfeedback@richmondfellowship.org.uk

If you've received a particularly good service from a specific member of staff or team at Richmond Fellowship, please do tell them or tell us their name and the service they work at and we will make sure they get your personal feedback.

Take part in our Satisfaction Survey

If you are currently using one of our services then you can also give us your feedback on a number of different topics and themes by taking part in our satisfaction survey.

Please speak to a member of our team locally to find out more.

What if I want to make a complaint?

You have the right to make a complaint if you're not happy about any aspect of your support package or accommodation.

There are a number of ways to do this and you do not have to speak with members of staff at the service you use if you don't want to.

Informal complaints

Initially we'll try to resolve your complaint locally on an informal basis as we've found that most issues can be resolved quickly this way.

To do this you can speak with a member of staff at your service and ask to raise the issue with them. You can bring someone along to support you with raising your concerns if you wish.

We treat all complaints seriously and our local team will work with you to attempt to resolve your concerns in a satisfactory manner.

Formal complaints

If you're not satisfied with the outcome of an informal complaint, or you don't want to speak with staff members at the service you use, then you can make a formal complaint which will be dealt with at a more senior level.

We can also support you in contacting a local advice agency or advocacy service if you need help to do this.

There are **two stages** to our formal complaints process:

Stage 1

Write or speak to the Service Manager or Area Manager of your service, giving details of your complaint. They will acknowledge receipt of your complaint within three working days.

You'll receive a formal response in writing within ten working days explaining whether your complaint has been upheld and if so, what we're doing to remedy the situation.

Stage 2 (appeal)

If you're not happy with the response you get at stage 1, you can make an appeal. Write to our Performance, Quality and Innovation department and they will pass your appeal to the director of the relevant department. You should do this within ten working days of receiving our response to your concerns at stage 1.

In writing:

Performance, Quality and Innovation

Richmond Fellowship (Head Office)

80 Holloway Road, London, N7 8JG

complaintsandfeedback@richmondfellowship.org.uk

020 7697 3300 (Head Office)

You'll need to outline in writing the basis of your appeal, if new information has come to light or if you don't think we followed due process. You will receive an acknowledgment of your appeal within three working days.

You'll receive a formal response in writing within ten working days explaining whether your appeal has been upheld and if so, what steps we'll be taking to remedy the situation.

External complaints

If you've gone through stages one and two of our formal complaints process and are still not satisfied with our responses, you can contact the relevant independent agency with your concerns.

If your support is funded by your local authority, you should contact:

The Local Government & Social Care Ombudsman
0300 061 0614 • www.lgo.org.uk

If you are a tenant, you should contact:

The Housing Ombudsman
0300 111 3000

www.housing-ombudsman.org.uk
info@housing-ombudsman.org.uk

Contact service commissioners

The funders of the service are usually referred to as the commissioners. The address and contact telephone numbers for these organisations can be obtained from the staff members.

We also want to hear from our partners so if you are part of a service referral process or if you work alongside Richmond Fellowship as part of your role, then please do share your feedback with us.

Local **contact** details

(services to fill in this space)