

Policy

Title: Complaints Policy & Procedure

Approved by Trustees on: 4 May 2011

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Next review by Trustees by: May 2013

Owner: Board of Trustees

RHL aims to provide the best possible standard of service to our users. If our standards fall below the level we set, we want to put matters right. We will treat all complaints seriously. This procedure tells you how to make a complaint.

- Please get in touch with the person you originally dealt with and tell them why you are unhappy.
- If you do not want to do this or have done this and are not happy with the answer you received, please contact the RHL Chief Executive. You can do this by telephoning or writing. Details of the telephone number and postal address are shown below, correspondence should be marked “Confidential – Addressee only”.
- If your complaint is about the Chief Executive, or you prefer not to involve him/her then please write to the HR Director at the address below
- When we receive your complaint we will aim to write to confirm receipt within five working days and possibly phone you to clarify any necessary points.
- A written reply, setting out how we will put things right or explaining what went wrong will be sent within ten working days whenever possible.
- Some complaints may take more time to investigate. In such cases we will keep you informed of our actions and the progress being made.
- We will review all complaints at a later date and, if necessary, change our procedures.
- All complaints will be reviewed by the Trustees to ensure any endemic problems are addressed.

Can I take things further?

If you are still not satisfied after we have dealt with your complaint you may wish to take your complaint to the Chairman of the RHL Board.

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How to contact us

- **Ring:** Chief Executive Direct:01252 362661 Office: 01252 362660
- **E-mail:** Chief Executive Direct:tony.docker@rhl.org.uk Direct :admin@rhl.org.uk
- **Write to:** Chief Executive, RHL, The Meads Business Centre, Kingsmead, Farnborough, Hampshire GU14 7SR

OR

- **Write to:** HR Director, RHL Board of Trustees, The Meads Business Centre, Kingsmead, Farnborough, Hampshire GU14 7SR

The information we need

- Your name
- Your address, e-mail or postal
- Your daytime telephone number
- The service you are complaining about
- The date the incident or complaint arose
- What you think was done wrong, or was not done
- Whether you have complained about this matter before. If so who dealt with it and the date, details of any action taken.
- Whether you have contacted anyone else about the incident/complaint. If so, please provide their name and the date you informed them.

** End of statement**