

Comments & Complaints:

Title: First Name:

Surname:

Age: Sex: F / M (please circle)

Ethnicity:

Address:

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Post Code:

Tel. no:

Mobile no.:

E-mail:

Are you disabled? YES / NO

What is your disability?

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Are you a carer? YES / NO

Are you a professional? YES /NO

What is your preferred method of communication?

Email Letter Phone



How to Contact Us:

Address:

Disability Action & Advice Centre
4 Waldegrave Road, Teddington,
TW11 8HT

Tel: 020 8831 6070

SMS/Text: 07894 215 835

Web: www.richmondaid.org.uk

Email: advice@richmondaid.org.uk

Chief Executive : Lucy Byrne

Tel: 020 8831 6077

Email: L.byrne@richmondaid.org.uk



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Comments & Complaints Leaflet

Comments and Complaints Procedure

We encourage comments and complaints from those who use our services. If we make a mistake, we want to know about it so we can put things right; we also want to know what we are doing right.

Comments

We welcome your comments. Telling us when things go well and giving us your suggestion can help to improve our services.

If I'm unhappy with Richmond AID, what do I do?

Tell a manager what you would like to complain about. Please provide:

- Details of the issue
- Dates and times
- Your contact details.

We will let you know we have received your complaint within five working days. A manager or the Chief Executive will investigate your complaint and reply to you within 15 working days.

How can I appeal?

If you are not satisfied with our response and our actions to resolve your complaint, please put the matter in writing to the Chair of Trustees. The Chair of Trustees will appoint a Trustee to investigate the complaint.

He or she will let you know we have received your appeal within 7 working days and produce a written response/report within 25 working days.

What happens then?

If you feel the issue is still not resolved you can appeal further. Richmond AID may decide to close the matter or may decide the issue would benefit from a third party being involved. If the matter is serious, Richmond AID will hold an official hearing which may involve legal representatives.

Getting help to make a comment or complaint

You can get help from a member of staff or a volunteer if you need it. You can have a friend, relative or someone from an organisation to help you make your complaint and be with you at any meeting with us. If you need an interpreter or need information translated into British Sign Language; Braille; audio tape or in a electronic format, please tell us when you first make your complaint so we can arrange this.

What will you do with the information I provide?

Richmond AID respects your privacy and will make sure that it protects your personal information. Any information that you provide as part of your complaint will only be used by Richmond AID to help address and resolve your concerns and improve our services.

Please give us details about your complaint e.g.

On what date the incident happened?

What time did it happen?

Who was involved?

Continue on a separate sheet if necessary

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Signature:

Date: