

Have Your Say Form

Please use black ink. When you have filled in this form you may want to keep a copy for yourself.

1. Which service are you telling us about?

.....

.....

2. Is it a complaint suggestion
compliment general comment

please tick one or more boxes.

3. Please use this space to explain the details
eg. dates, names of staff member, what happened
etc.

.....

.....

.....

continue on a separate sheet if necessary

4. Have you told us about this matter before?

Yes No

If 'yes' please tell us who you told and when

.....

.....

5. What do you think we should do?

.....

.....

6. How would you like us to respond to you?

Phone call Letter Mail
No response needed

7. Your name:

8. Your address:

.....

9. Your telephone number:

10. Your email address:

Date:

***This form can be handed to a member of staff or
posted to the address shown on this leaflet***



The Eddystone Trust

What to do if you are not happy with our service

***Our Complaints Procedure is
available to everyone
that requests one.***

***Please ask a member of staff.
It can also be found on our website
www.eddystone.org.uk***



Contact us

The Eddystone Trust

36 Looe Street, Bretonside, Plymouth, PL4 0EB

Tel: 01752 257077

24 Braddons Hill Road West, Torquay, TQ1 1BG

Tel: 01803 380692

or e-mail us at:

info@eddystone.org.uk

Website: www.eddystone.org.uk

Complaints Monitoring Form

January 2008

Have your say

At Eddystone we try and make sure all our staff provide as good a service as possible and we like to listen to the views of those who use our services.

If you have any suggestions, complaints or compliments please pass these onto the staff.

We like to hear if we are doing well but also want to hear if you think things could be done differently or better.

If you are unhappy about the service

You could speak directly to the person the complaint concerns i.e. a member of staff or a volunteer,

Or

You could request to meet with another member of staff to discuss your complaint further,

Or

You can complete the **Have Your Say Form** (*included here*)

Or

You may contact the Director (by phone, letter, email, or appointment)

All complaints will be treated confidentially

We have a complaints procedure that is followed; this is displayed in all public areas. A copy of this will be provided to anyone on request. Please ask a member of staff. It can also be downloaded from our website - www.eddystone.org.uk

All complaints will be taken seriously and treated in confidence. We will try to resolve any difficulties and or complaints swiftly.

What can I expect?

Step 1: You will be invited to speak to the appropriate Manager who will:

- Record your complaint
- Look into what you have said
- Identify the initial steps to address the issue
- Have an agreed plan of action
- We will send a response within 5 working days of receiving your complaint
- Sometimes more complex complaints may take longer but we will keep you informed of progress

What if I don't feel my complaint has been dealt with properly?

We will call this **Step 2**

- You will be asked to give a written complaint to the Director who will look at your complaint. They may deputise to a Head of Services Manager.
- We will acknowledge your complaint and then send a full response within 10 working days.

What if I'm still not happy?

We hope your complaint is resolved before this stage is reached, but if you are unhappy with our response or feel we have failed to put it right you can make a complaint to the Board of Trustees. The trustees will form a Complaints Panel. A response will be given to you within 15 working days.

A record will be kept of all complaints made and entered onto a Complaints Log.

Our Complaints Procedure is available to everyone that requests one.

Please ask a member of staff.

It can also be found on our website www.eddystone.org.uk