



COMPLIMENTS, COMMENTS, CONCERNS & COMPLAINTS



FEEDBACK IS REALLY IMPORTANT TO EVERYTHING THAT WE DO AT GUIDEPOSTS AND WE WELCOME YOU TO TELL US YOUR VIEWS.

If you have compliments, comments, concerns or complaints, we would love to hear from you!

Compliments: if something good has happened or there is something about your service that you're really happy with - please tell us!

Comments: if there is something you would like to tell us or you have ideas for our services - we would like to know about it...

Concerns: are when you are not happy about something but do not want to make a formal complaint - you would like to tell someone in the service you use.

Complaints: are when we cannot resolve things within a service or you feel you would like to tell someone more senior about something we are not doing right - you can make a formal complaint.

WHAT DO I DO?

① COMPLIMENTS & COMMENTS: Feel free to talk to our staff, contact us by phoning Guideposts at 01993 893560 (or phoning your local service directly) or emailing us at tellusyourviews@guideposts.org.uk.

WE WILL: Listen to your feedback, and where possible, use it to make changes or improvements, recognise good work or share good practice.

② CONCERNS (INFORMAL COMPLAINTS): Feel free to talk to our staff, contact us by phoning Guideposts at 01993 893560 (or phoning your local service directly) or emailing us at tellusyourviews@guideposts.org.uk.

WE WILL: Listen to you, take your concerns seriously and where possible do what we can to resolve your concerns.

③ COMPLAINTS (FORMAL COMPLAINTS): If you wish to make a formal complaint, please feel free

- to fill in [Guideposts Complaint Form](#),
- contact us by post at Guideposts Trust, Willow Tree House, Two Rivers, Station Lane, Witney, OX28 4BH;
- contact us by phone at 01993 893560
- contact us by email at tellusyourviews@guideposts.org.uk

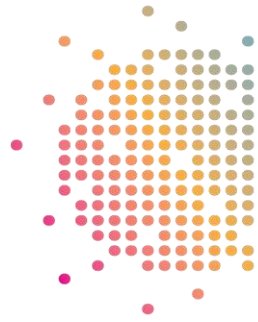
WHAT HAPPENS NEXT?

We will seek to investigate any complaints within 20 working days (28 days) and you will receive a written response advising of the outcome of your complaint.

Appeals from complainants will be dealt with within 18 working days (24 days). An appeal investigation report will be



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	<p>heard by a small complaints panel consisting of two Trustees, the Managing Director and an independent person. Their decision is final and will be communicated back to the complainant who will be informed of where to escalate their complaint if they are unhappy with the outcome.</p> <p>4 YOUR INFORMATION: We will keep your complaint and information you provide us with confidential unless it concerns a safeguarding issue – in which case we will implement our safeguarding procedure and policy.</p>
<p>WHO CAN DO THIS? All people using or representing people using our services; people we work in partnership with; other professionals / practitioners.</p>	<p>DOES IT HAVE TO BE IN WRITING? No, you can tell us things in the way that suits you best. Formally or informally - we will keep a record and respond to people's views as soon as possible.</p>