

Herts Young Homeless aims to provide a good quality service.

Therefore, we are always eager to receive your comments and feedback which will help us to improve our service.

If you would like to comment on the service you received, this leaflet will guide you through the steps you can take and our complaints process.



**1st Floor
Gracemead House
Woods Avenue
Hatfield
Herts
AL10 8HX
Tel: 03333 202 384**

Herts Young Homeless working in Partnership with One YMCA
Herts Young Homeless Registered Charity Number: 1069498
One YMCA Registered Charity Number: 4430743



**A guide to
our
complaints
procedure**



If I am unhappy who should I speak to?

If you are unhappy about a service, or the way you are being treated, the best things to do is to talk to the person who is already dealing with you.

Explain what the problem is, and they may be able to solve it.

Most differences or misunderstandings can be sorted out in this way.

We will try to deal with the matter as quickly as possible but normally within ten working days. If it is going to take longer than this, we will explain to you what action is being taken.

Should your complaint be of a nature that you feel should go directly to a higher authority then please contact the service funders, HCC: 01438 845 433.

If I am not satisfied that the problem has been resolved, how can I make a complaint?

If you have tried to sort out the problem with the person who is dealing with you, but do not feel that it has been resolved, we will ask you to put your complaint in writing and send it to our address (see back page).

If you have difficulty with this, we can provide you with help.

We will acknowledge your complaint within 5 working days.

Who do I speak to if I want to make a general complaint?

Call 03333 202 384 for details of how to make a general complaint.

The Head of Service will promptly deal with your complaint and aim to give you a satisfactory conclusion.

If you are still unhappy about any aspect of the service, please write to:
Hyh Chief Executive, 1st Floor,
Gracemead House, Woods
Avenue,. Hatfield, Herts, AL10
8HX.

If you are still unhappy after you have spoken to the Chief Executive, please refer to the hyh appeals procedure.