



Herts Young Homeless aims to provide a good quality service.

# **A guide to our complaints procedure**

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 upon the service you have received, this leaflet will guide you through the steps you can take and our complaints process.



**Herts Young Homeless**

**1st Floor**

**Gracemead House**

**Woods Avenue**

**Hatfield**

**Herts**

**AL10 8HX**

**Tel: (01707) 251384**

## **If I am not satisfied that the problem has been solved, 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 solved, it helps if you put your complaint in writing, and we will ask you to do this.

If you have difficulty with this we will provide you with help. We will acknowledge your complaint within five working days.



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

Please ring or write to a **hyh** Head of Service (for details ring **01707 251384**). 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 direct your complaint to:

**hyh** Chief Executive,  
1st Floor, Gracemead House,  
Woods Avenue, Hatfield,  
Herts, AL10 8HX (01707 251384)

If you are still unhappy after you have spoken to the Chief Executive, please refer to **hyh** Appeals 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 thing to do is to talk to the person who is already dealing with you. You may like to write to the person concerned.

Explain what the problem is, and they may be able to solve it. Most differences or misunderstandings can be sorted out as simply as this. We will try and deal with the matter as quickly as possible, either immediately or otherwise 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 Services funders.

Supporting People  
Tel: 01438 844222