



Do you want to make a complaint?

Hyh aims to provide a good quality service to people at all times. We understand, however, that you might feel dissatisfied at the service you receive and if that is the case then we are keen to know about it.

If I am unhappy what should I do?

You will be given a leaflet by your **hyh** worker explaining how to make a complaint which involves a simple process.

You have a right to complain

If you are unhappy about any aspect of our service then ask about the complaints procedure; we want to know so that we can put things right.

Your rights

You have a right to:

- Be treated with respect and be listened to at all times by **hyh** / Aldwyck staff
- Confidentiality except in certain circumstances, according to **hyh** / Aldwyck confidentiality policy and the disclaimer you signed
- Have services provided in a manner that respects you
- Be kept up to date about things involving you
- Be kept safe from harm whilst in our Offices
- Be told about the consequences if you decide you do not want our help or support
- Be provided with a copy of your support plan and be informed of the frequency of visits and reviews of your case
- Be treated the same as everyone else whatever your ethnicity, religion, cultural or personal preferences
- Be involved in the organisation and the changes and decisions we make
- Be told if **hyh** / Aldwyck staff cannot keep appointments or are running late

Your responsibilities

- Treat all **hyh** / Aldwyck staff with respect
- Follow your support plans with the support of your **hyh** or Aldwyck worker
- Try to keep appointments and where this is not possible let staff know as soon as possible
- Tell staff about any relevant changes in your personal circumstances
- Make choices where possible, in your own best interest

Equal opportunities

hyh's policy is to promote equality and diversity in both employment and access to our services and to eradicate discrimination on unlawful grounds.

All individuals have a right to expect, and **hyh** has a responsibility to ensure, that no-one is disadvantaged as a consequence of their gender, colour, race, age, ethnic or national origin, nationality, disability, religious or political beliefs and affiliations, marital status, family responsibilities, sexual orientation, gender reassignment or offending background.



Service User Information

Emergency contact numbers

Children's Services: **0300 123 4043**

Health and Social Care: **0300 123 4042**

Local Authorities (emergency/out of hours):

North Herts: **01462 440363** Stevenage: **01438 314963**

Broxbourne: **01992 639566** East Herts: **01279 655261**

Hertsmere: **0845 300 0021** St Albans: **01727 866100**

Dacorum: **01442 228800** Watford: **01923 226400**

Three Rivers: 01923 776611

Welwyn Hatfield: **0800 111 4484**

Fire/Police/Hospitals: **999**

NHS Direct: **0845 46 47**

Shelter: **0808 800 4444**

Women's Aid Domestic Violence Helpline:

0808 2000247

(These contacts are correct at time of print)

Languages

If you would like this leaflet in another language please contact our head office on 01707 251384

Jeśli chcesz tę ulotkę w języku polskim prosimy o kontakt z naszą siedzibą na 01707 251384

Se volete questo foglio illustrativo in lingua italiana si prega di contattare la nostra sede in 01707 251384

如果你想在這本小冊子中，請聯繫我們的總部在
01707 251384

iPro

What is iPro?

iPro stands for 'involvement project'. Our service users chose this name instead of 'service user involvement project' as they felt it was more inviting!

iPro aims to involve young people at every level and wherever possible within the organisation.

Any young person who has used **hyh** services can get involved!

What opportunities are there?

Help **hyh** choose new staff, make films, write articles, help us create training or come along to training, tell your story and experience to other young people, give your opinions on what we do well and what we need to improve on. and much more!

How can you get involved?

Ask your **hyh** worker to contact the iPro team or ask them for an iPro leaflet for more Information!