

## **Comments, Complaints & Compliments**

### **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 - most differences or misunderstandings can be sorted out as simply as this. We will try and deal with the matter as quickly as possible, usually within ten working days. If it is going to take longer than this, we will let you what action is being taken.

### **If I am not satisfied that the problem has been solved, and I wish to make a complaint?**

Please refer to the hyh Service User Complaints Procedure, which is available on our website.

If you have difficulty with the procedure for making a complaint we can provide you with help. You can call **0333 202 384** or email [info@hyh.org.uk](mailto:info@hyh.org.uk) to ask for assistance.

### **Comments and feedback**

If you have any comments or feedback about a service that do not amount to a complaint, please pass them on to us, either by telling the person who is dealing with you or by sending them by email to: [info@hyh.org.uk](mailto:info@hyh.org.uk)

We welcome feedback to help us to improve our services and your comments may be used to inform working practices across our organisation.

### **Compliments**

Your compliments will be passed on to the member of staff or team that they relate to and may be used as evidence to recognise exceptional staff performance. They may also be used to inform working practices across our organisation.

**Herts Young Homeless aims to provide a good quality service. Therefore, we are always eager to receive your feedback which will help us to improve our service.**

**If you would like to comment upon the service you have received, or if you wish to make a complaint, this leaflet will guide you through the steps you can take and our feedback process.**