

Service User Complaints Procedure

Herts Young Homeless (**hyh**) aims to provide a good quality service to young people and agencies. Herts Young Homeless (**hyh**) is committed to equality and diversity and equal access at all levels. Assessments for suitability for all services and schemes are based on clearly documented eligibility criteria.

Teams are eager to receive comments and feedback which will enable us to improve our service.

If I am unhappy who should I speak to?

If you are unhappy about a service, or about the way you are being treated, or about a decision not to offer you, or refer you to, a particular service, the best thing to do is to talk to the person who is already dealing with you. Alternatively, you may prefer to write to that person by email or letter.

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. If a third party agency is involved, hyh may invite them to participate in the process as well, to help to solve the problem.

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 let you know and explain what action is being taken.

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, or dealt with, adequately, then please put your complaint in writing, by email or letter, addressed to the service manager for your service or to the hyh Director of Services. You can do this by sending an email or letter, marked for the attention of the service manager or the Director of Services, to:

Email: Info@hyh.org.uk

Letter: **Herts Young Homeless, 1st Floor, Gracemead House, Woods Avenue, Hatfield, Herts, AL10 8HX**

If you have difficulty with the procedure for making a complaint we can provide you with help. You, or a friend or relative on your behalf, can call **03333 202 384** or email Info@hyh.org.uk to ask for assistance.

We will acknowledge your complaint in writing within five working days. We aim to respond to all complaints and concerns, and to resolve them, quickly, fairly and effectively. We promise to deal with your complaint sensitively.

We will promptly investigate with your complaint and will aim to inform you in writing of the outcome of your complaint within 20 working days of receiving it. If it is not possible to give a response within that time, we will contact you and give you an indication of when the response can be expected.