



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.



Herts Young Homeless

1st Floor

Gracemead House

Woods Avenue

Hatfield

Herts

AL10 8HX

Tel: 03333 202 384

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, how can I make a complaint?

If you have been unable to resolve the problem with the person who is dealing with you, please put your complaint in writing by either email or letter, marked for the attention of the service manager for your service, or to the hyh

Director of Services. Our email address is info@hyh.org.uk or you can send a letter to our address on the front of this leaflet.

We will acknowledge your complaint within five working days. We will promptly deal with your complaint and aim to give you a satisfactory conclusion. We will inform you of the outcome of your complaint.

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 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

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.

