

Racing Welfare and Racing Homes

Let us know how we're doing: Comments, Compliments, and Complaints procedure

Racing Welfare makes every effort to provide a high standard of service and to treat all users equally and fairly. We continuously try to improve our services and we value any feedback that will help us to do this. Racing Welfare will review all comments, feedback and complaints, and our feedback procedures on a regular basis. This helps us to develop the services that work best for you, so please let us know what you think. We report on user feedback in the charity's annual report.

Comments and Compliments:

If you are happy with the service or have any comments we would love to hear from you. There are a couple of ways you can do this: either speak to a member of staff directly, email or write to us.

Complaints:

We also want to know if there is any part of our service that you are unhappy with. We take all feedback seriously and we will take action when appropriate to do so. All complaints will be dealt with in a timely and professional manner. Please note that the charity may publish the replies given to any queries raised, but will respect the confidentiality of the individuals concerned.

How to make a complaint:

The first thing to do if you are unhappy about any aspect of our services, is to bring this to the attention of one of the Racing Welfare team who will try to resolve your concerns immediately. If you are unhappy at the way you have been treated by a member of staff please contact head office, the number is listed below.

If you cannot or do not wish to make a complaint in person, you have the option of emailing, writing or telephoning us.

What you can do to help us deal effectively and quickly with your complaint:

Contact us as soon as possible giving clear details so we can endeavour to resolve the issue by completing our Comments, Compliments and Complaints form. Specify clearly what aspect of the Charity's service you wish to make the complaint about.

Including the following details will help us to effectively and quickly investigate your complaint:

- The specific area, service or resource to which the complaint applies.
- Your name and contact details: this is essential as we will not investigate anonymous complaints.
- Outline the nature of your complaint as precisely as possible, this will help us to investigate further and hopefully to resolve the issue. Please include details such as the place and time the incident occurred.
- Please let us know if you have already reported the complaint, and if any action was taken previously.

Please note that we endeavour at all times to treat the charity's users with respect, and we expect the same standards of behaviour from the user.

What we promise to do to help resolve your complaint:

Your complaint will be dealt with in a professional and confidential manner.

Your complaint will be assigned quickly to the most appropriate person to deal with the complaint, who will investigate the matter fully and communicate regularly with you until the issue has been resolved.

How and when we will respond:

We will acknowledge any e-mailed complaints within five working days of receipt. Postal correspondence will receive an answer or acknowledgement within five working days. You will receive a full response to your written complaint within 10 working days.

If your complaint is related to Racing Homes and you remain dissatisfied with the response, you can ask the Housing Ombudsman Service to investigate how we dealt with the matter. To contact the Housing Ombudsman Service, you can ask one of the following to refer your complaint:

- A Member of Parliament (MP)
- A local Councillor

You can also contact the Housing Ombudsman directly but please note that the Ombudsman will not be able to investigate your complaint until eight weeks from the date of this letter.

The contact details for the Housing Ombudsman Service are:

- Online complaint form: www.housing-ombudsman.org.uk/residents/make-a-complaint/
- Phone: [0300 111 3000](tel:03001113000)
- Email: info@housing-ombudsman.org.uk
- Postal address: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

Racing Welfare Contact details:

E-mail: info@racingwelfare.co.uk

Website: www.racingwelfare.co.uk

Telephone: 01638 560 763

Racing Welfare is committed to providing high quality care and services to meet your needs wherever possible. We value your feedback – including complaints.

Please let us know what we do well and where you feel we can improve our services.

Please indicate your response below:

This is a:	Compliment		Complaint		Feedback	
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1. Personal Details	
First Name:	
Last Name:	
Postal Address:	
Telephone Number:	
Mobile Number:	
Email Address:	

2. Please provide details of the department and/or service your feedback concerns	
Name of the department/service:	
Location of the department/service:	
Contact person's name and position in the department/service:	

3. Please provide details of your main concerns, including what events led to making the complaint, compliment or feedback, approximate dates and who was involved

4.What action have you already taken in relation to this feedback?

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5.What outcomes would you like as a result of providing your feedback?

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Racing Welfare is committed to protecting your privacy. We collect and handle personal information that you provide on this feedback form for the purpose of investigating and responding.

Racing Welfare will only use your information in accordance with our privacy policy. If you choose to remain anonymous, please be aware that Racing Welfare may be unable to investigate your complaint further.

By signing this Comments, Compliments and Complaints form, I declare that all information provided is true and correct.

Signature: _____

Date: _____

Print Name: _____