

A quick guide to

Elfrida Rathbone's Compliments and Complaints Procedure



Elfrida Rathbone Camden welcomes the opportunity to talk with you about both **positive** and **negative** experiences you may have had when using our services



Tel: 020 7424 1601



Email: info@elfridacamden.org.uk

When should I use the complaints procedure?

You should use this procedure to **make a complaint** if you think that Elfrida Rathbone Camden or its staff have:

- Failed to provide the service it has agreed to provide
- Not treated you, your family, carers or friends with the respect which they are due
- Failed to behave in a responsible, reasonable or appropriate way
- Not followed the equal opportunities policies and procedures

When should I use the compliments procedure?

You should use this procedure to **pass on your compliments** if you think that Elfrida Rathbone Camden or its staff have:

- Provided an excellent service that you felt very happy with
- Treated you, your family, carers or friends in a manner you were exceptionally pleased with and would like to tell us about
- Any other lovely feedback you would like to pass on about your experience(s) with our services

We are eager to hear about your experiences with our services so please do get in touch - whether it is good or bad. If we know about it, we can either try to put it right, or celebrate it and make sure we keep doing it!

To complain about an Elfrida Rathbone Camden service:

1. Talk to the Project Manager of the service concerned. You can ring us or write to us - contact details are on the back of this leaflet. Your complaint will be acknowledged within 5 working days of receipt.
2. Your concerns will be investigated and you will receive a reply within 15 working days of the original complaint. This will include an outline of any action that will be taken in response to your complaint.
3. If you are unhappy with the decision made, you have the right to appeal to the CEO in writing. (If your complaint is about the CEO, you should appeal to the Chair of the Board of Trustees).
4. The CEO will acknowledge your appeal in writing within 5 working days. This will be investigated and you will receive a full report within 4 weeks of making the appeal.
5. If you are still unhappy, you can appeal to the ERC Management Committee by writing to the Chair. The Chair will acknowledge your complaint within 10 working days and will respond to it within 28 days.

To compliment an Elfrida Rathbone Camden service:

1. Contact the Project Manager of the service concerned. You can ring us or write to us - contact details are on the back of this leaflet.
2. Your compliment will be acknowledged in writing and passed on to any relevant team members within 5 working days. By receiving and recording your compliments we can make sure that we keep doing the things you like about our service.

At Elfrida Rathbone Camden we are dedicated to providing quality services. It is important for us to hear from you, the service provider. Please do get in touch with us with your feedback!

Complaints and compliments should be sent to:



**Elfrida Rathbone Camden
7 Dowdney Close
Off Bartholomew Road
Kentish Town
London
NW5 2BP**

Or ring us to ask for the direct e-mail address of one of the below contacts:



Tel: 020 7424 1601

Contact name by Project:

**CEO
Leighton Education Project
Young People for Inclusion (YPFI)
Creative Therapy
Management Committee Chair**

**Nicole Francis
Chisom Nene
Andy Forse
Moss Allison
Hazel Saunders**