If you wish to make a complaint

Here is summary of our complaints procedure, however for more detailed information please refer to the **Complaints Procedure**

- We will record your complaint and aim to resolve it within 14 days

- If not resolved in this timescale we will pass it to the Director of Operations who will arrange to meet with you to discuss your complaint

- We will then let you know the outcome within 28 days

- If you are still not happy with the outcome you can request that the Trustees look at your complaint

- They will aim to convene a review panel within 10 days of receiving your request

- You may bring an independent person for support at any stage of the process

If you would like to discuss any aspect of this procedure, please contact a member of staff

We will assume that you no longer wish to continue with your complaint if you do not respond to any correspondence or attend any arranged meetings within 28 days

We reserve the right to continue to investigate the complaint if deemed appropriate

AFFIX STAMP

Please fold, secure and return to:

The Director of Operations
Valley House
Navigation Centre
55-57 Bell Green Road
Coventry
CV6 7GQ

VALLEY HOUSE
Promoting positive change since 1977

Comments

Compliments

Complaints

Valley House takes seriously all comments and complaints about its service, and strives to positively use any suggestions to actively change and review its service.

We would very much appreciate comments you may have about any Valley House services. Please use this space to tell us what you think is good, or not so good, about the service. We would also welcome suggestions about how the service could be improved.

Please tick the appropriate box below

Would you like to make a:

Complaint? 😔 ☐

Compliment? 😁 ☐

Comment? 😐 ☐

Did a member of staff help you fill in this form?

Yes   No

If Yes, please give the name of the staff member who helped you:

_____

_____

Please make your comments here

Date: _____

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Name / Contact Details
You may give your name and contact details here if you want to (we do need this if you want us to contact you)

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