

RAYNER HOUSE AND YEW TREES LTD

COMPLAINTS PROCEDURE FOR TENANTS OF YEW TREES

Tenants, their relatives and members of the public, are encouraged to make their views known when they are both satisfied and dissatisfied with the services provided by Rayner House and Yew Trees.

The Registered Manager and Business Manager welcome the opportunity to discuss with Tenants any concerns. Rayner House & Yew Trees is committed to equal opportunities and recognises its obligations towards harassment. Tenants are encouraged to discuss any behaviour which they consider offensive and unacceptable. Any complaints will be handled confidentially.

It is hoped that most complaints can be dealt with within Yew Trees itself by means of direct discussion between the Day Centre Manager and the person making the complaint.

The procedure for making a complaint is laid down as follows:

- 1 Ask any member of staff for information about any matter of concern.
- 2 If you are not satisfied that your complaint has been answered, ask to see the Registered Manager, **Miss Susan Taylor** or the Business Manager, **Ms Anita Bassett**
- 3 If, after your discussions with either the Registered Manager or the Business Manager you are still not satisfied, you may contact the Trustees, asking for an interview or stating the nature of your complaint.
An appointment will be arranged with a Trustee within seven days.

Every complaint will be thoroughly investigated and, if substantiated, the appropriate measure will be taken by way of remedy. You will be advised of any action to be taken within two working days following your appointment with the Trustees.

- 4 If you are still dissatisfied after the above complaint's procedure has been exhausted you have the right to refer the matter to the Housing Association Tenants' Ombudsman Service at the following address: -

**Housing Ombudsman Service
81 Alwych
London, WC2B 4HN
Telephone No: 020 7421 3800**

Registered with the Homes & Communities Agency No. H3182
An exempt Charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014 No 22760R