



Remap Comments and Complaints procedure

Remap makes every effort to provide a high standard of service and to treat all our users equally and fairly. We continuously try to improve our services and we value any feedback that will help us to do this.

Remap will review all comments, feedback and complaints, and our feedback procedures on an annual 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 annual report.

Compliments and Comments:

If you are happy with the service or have any comments we would love to hear from you. There are couple of ways you can do this: either speak to one of our volunteers or contact us at Central Office (contact details below).

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 Remap 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 service is to bring this to our attention. Normally this will be to the person or group you have been in touch with. They will try to resolve your concerns immediately. If this does not resolve things for you, please contact the Trustees (contact details below).

If you cannot or do not wish to make a complaint in person, you have the option of emailing, phoning or writing to 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. Specify clearly what aspect of our 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. We will try to help if you prefer to remain anonymous, but having your details will help us.
- 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 our users with respect, and we expect the same standards of behaviour from those who use our service.

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 within 5 working days and aim to respond fully within 10 working days.

We will do what we can to put things right and will review our procedures where necessary to stop things going wrong again.

Contact details:

Post: Remap, D9 Chaucer Business Park, Kemsing, Kent TN15 6YU

E-mail: Chair.Trustees@remap.org.uk

Website: www.remap.org.uk

Telephone: 01732 760209

Dated: 2 November 2020

Signed: P K Cattermole, Vice Chair of Trustees

Review Date: September 2021