



# Is it Right?

## COMPLAINTS, COMMENTS & COMPLIMENTS LEAFLET AND FORM

At Depaul UK we want to ensure that all of our customers have a fair, consistent and accessible way of making complaints. That is why we have procedures in place that can be used by any resident, service user, donor, supporter or member of the general public. We recognise and value your feedback and believe this can help us to improve how we deliver our services to you.

Use this leaflet and form to:

- **Make a complaint if** - you are dissatisfied with one of our services and want us to put something right.
- **Make a comment if** - you have an idea, suggestion or observation about one of our services.
- **Make a compliment if** - we got something right.

If you require this leaflet and form in another format, or would like to see a copy of our Complaints, Comments and Compliments Policy and Procedures - please ask us.



This padlock symbol from the Information Commissioner's Office is to make you aware that your information is being collected and processed in line with the EU General Data Protection Regulation and Data Protection Act 2018.

## What is a Complaint?

A complaint is an expression of dissatisfaction. Complaints let us know when our customers (you) are unhappy with one or more of the services that we provide. Making a complaint gives us the opportunity to put things right and make changes. We will accept complaints in writing - by letter, email, and through filling in one of our Complaints, Comments or Compliment forms.

You may also use this form to make a comment or compliment.

## What is a Comment?

A comment is a suggestion, idea or observation about our services. Any customer can make a comment about our services, how they access our services, about staff who deliver them, and so on. Comments help us to be innovative and creative about the way in which we deliver our services to customers. When we receive a comment from you, we will write to you to thank you and let you know how we have used your suggestions and ideas to make improvements.

## What is a Compliment?

A compliment is positive feedback from a customer regarding an area of our service or service delivery. A compliment may also be about the person who provided the service or, more generally, about the service we have provided. Compliments let us know we are getting it right. When we receive a compliment from you, we will write to you to thank you and let you know how we have used your compliment to improve.

**To make a complaint, comment or compliment, please complete this form and hand it in to any member of staff at Depaul UK. If you need help to complete it, any member of staff will assist you.**

## Our Complaints Procedure

### Informal Resolution

Before starting the process of making a formal complaint, please take some time to discuss your concerns with any member of staff. At this point we will look into the matters you raise and try to resolve them before starting the formal process. We want the opportunity to put things right for you and as soon as possible.

## Formal Complaints Process

### Stage 1

Your complaint will be dealt with immediately by a member of staff and we will contact you with an outcome in writing within seven working days.

### Stage 2

If you are unhappy with the outcome of your complaint at stage 1, an Area Director or Assistant Area Director will oversee the investigation of the matters you have raised. They will appoint a peer manager who may speak with all parties involved. This will involve checking our procedures have been followed and reviewing the outcome you received at stage 1. You will be notified of their decision in writing within 10 working days.

### Stage 3

If you are still dissatisfied with the outcome at stage 1 and stage 2, an Executive Director will review your complaint in full and check that our procedures have been correctly followed. The Executive Director will also review the outcome you received at stage 1 and 2, and will write to you to inform you of their decision within 10 working days.

### Still not satisfied?

If you have received a decision at Stage 3 and are still not satisfied, you can escalate the matter further to an independent body such as: the Housing Ombudsman, Fundraising Regulator, Regulator of Social Housing (for residents of Depaul Housing Services), your Local Authority, Citizens Advice, a Recognised Designated Person, your local MP or Solicitor. For details of how to contact any of the above organisations or authorities, please speak to any member of staff from Depaul UK.



**1.** Is this a (please select one)?

- Complaint
- Comment
- Compliment

**2.** I am filling in this form:

- for myself
- for someone else (if you are filling in this form for someone else we will need their written permission for you to act as their advocate before we can discuss the matter)

**3.** Date

**4.** Personal Details

Name
Address
Post code
Telephone
Email

**For office use only**

Date received:

Complaint stage (circle): **1**   **2**   **3**

Received by - full name print:

Service or department address:

Postcode

In-Form reference number:

Complaint about your service or department?  
 Yes    No

If 'yes' - 'log' this complaint

Complaint about another service or department?  
 Yes    No

If 'yes' refer complaint to relevant Service or Department Manager

Referred complaint - please state the name of the service /department and manager you are forwarding the complaint to:

Stage 2 - Refer to relevant Area Director or Head of Department

Stage 3 - Refer to relevant Executive Director

**5.** I am (please tick the one which you think applies the most)

- A resident or ex-resident of Depaul UK managed accommodation
- Not a resident but receive/d another service from Depaul UK
- A neighbour of Depaul UK managed accommodation
- A member of the public
- A donor to Depaul UK
- An agency or organisation
- Other?

Please state

**6.** Write your complaint, comment or compliment here. If you are making a complaint, please help us to get it right by stating clearly what you would like as your outcome.

Please continue on a separate sheet of paper if required and attach to this form

## Monitoring Information

Depaul UK is opposed to unfair or unlawful discrimination. We are committed to ensuring that the services we deliver benefit everyone who is entitled to use them. You do not have to fill in this section of the form, but doing so will help us to see if we are achieving our aim of treating everyone fairly and to find ways of improving. We will use this data for statistical purposes only, it will be treated as confidential and not shared with any third party without your prior consent. Please tick one box for each section.

### 1. Gender

- Male
- Female
- Prefer to self-describe
- Prefer not to say

### 1b. Do you identify as transgender?

- Yes
- No
- Prefer not to say

### 2. Age

- 15 or under
- 16-17
- 18-24
- 25 or over
- Prefer not to say

### 3. Do you consider yourself to have a disability?

- Yes
- No
- Unsure
- Prefer not to say

### 4. Ethnic Origin

#### Asian/Asian British:

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Other

#### Black/Black British:

- Caribbean
- African
- Other

#### Mixed/Multiple Ethnicity:

- White & Black Caribbean
- White & Black African
- White & Asian
- Other

#### White:

- English
- Scottish
- Welsh
- Northern Irish
- Irish
- Gypsy/Irish Traveller
- Other

#### Other Ethnic Group:

- Arab
- Other
- Prefer not to say

### 5. Religion/Belief

- Agnostic
- Atheist
- Buddhist
- Christian (all denominations)
- Hindu
- Jewish
- Muslim
- Sikh
- Any other religion
- Prefer not to say

### 6. Sexual orientation

- Heterosexual/Straight
- Lesbian/Gay
- Bisexual
- Prefer to self-describe
- Prefer not to say

## How information you give us will be used

We are committed to protecting your privacy and will only use information you give us for its intended purpose. We will only contact you in relation to complaints, comments or compliments you send us.

We record and store information you give us securely and won't share information with any third party without your prior consent, unless required to do so by law. We use data from complaints, comments and compliments to monitor how our services are performing and publish statistics about any complaints we receive completely anonymously.

For further details about how we use information, your rights to access information we hold on you or general enquiries regarding complaints, comments and compliments you may also contact the Quality Assurance Business Partner at the address or email address on this page.

## Depaul UK

Sherborne House  
34 Decima Street  
London, SE1 4QQ  
UK

0207 939 1220

depaul@depaulcharity.org.uk  
depaulcharity.org



@DepaulUK



Depaul UK