

The Retreat Complaints Procedure

We always strive to offer the best possible quality of support to the people who use our services. However, we know that we don't always get it right and we are keen to learn from those times when you feel you haven't received the quality of experience in using our services that you should expect. We would, therefore, encourage you to use our complaints procedure, should you feel we have not provided services that meet your expectations. The approach we use is as follow :-

1. We ask you to provide information (verbally or in writing), entirely from your point of view, about
 - a. What happened
 - b. When and where the concern took place
 - c. Who was involved
 - d. Why you feel this is unsatisfactory
 - e. What you would like to see happen about your complaint
 - f. How you can be contacted
2. You will receive an acknowledgement of your complaint within 3 working days and the next stage of the complaint is to try to resolve it immediately through you talking to the person you are complaining about and the Deputy Manager to try to find a resolution. If the complaint is about one of the Deputy Managers then you would meet with the other Deputy Manager (and another person, if you wish). If the complaint is about mistreatment and you would not feel safe talking to the person concerned then you could miss out this stage
3. The next stage, if we can't find a solution through a discussion, is that the complaint is lodged with The Retreat's complaints coordinator, Liam Goodwin. He will acknowledge your complaint within 3 working days of receipt. His email address is lgoodwin@theretreatyork.org.uk.
4. The complaints coordinator will investigate the complaint and respond to you within 30 working days.
5. If you are dissatisfied with the outcome of that investigation then you can complain to the Chief Officer at The Retreat. Contact details will be provided, should this be necessary.
6. Should we fail to address your concerns you are of course at liberty to contact the Parliamentary Health Service Ombudsman who can investigate the matter on your behalf.

Assistance for Complainants

Complainants who are dissatisfied with the outcome of their complaint can request an independent review by the Health Service Ombudsman:

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP or email phso.enquiries@ombudsman.org.uk

Local advocacy groups may be able to assist persons wishing to make a complaint.

York Advocacy Services - office@yorkadvocacy.org.uk or call 01904 414357