



Ruach Well-being Service (RWS)

COMPLAINTS and COMMENTS POLICY & PROCEDURE

Ruach Well-being Service (RWS) aims to offer a high quality service. If for any reason you are dissatisfied with the service you have received from us, we want to hear about it. You can use this form to make a suggestion about how our work could be improved, or to comment upon the service. It can also be used to make a formal complaint.

You will be able to resolve most complaints by discussing the matter with your counsellor / support worker. If you are unsure as to who to speak to, you can phone 020 8678 6888 ext. 202 and leave a message to speak to the Head of Service or another member of RWS for advice. If the complaint is too serious to resolve in this way, or if you are dissatisfied with the reply you are given, we hope you will make a formal complaint.

If you do not feel confident enough to make a complaint on your own, you can ask someone for help. You might ask a relative, friend or a worker from another agency.

Do you want to make a comment or complaint? (please tick)

Comment <input type="checkbox"/>	Complaint <input type="checkbox"/>
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If you are making a comment, it will be discussed by the RWS team, and their response will be fed back to you.

To ensure a speedy resolution to any complaint we ask that you follow the steps below: If possible, put your concerns in writing, giving full details of all relevant facts and send in the first instance to:

**Ruach Well-being Service
Ruach City Church
122 Brixton Hill
London SW2 1RS**

Email: Well-being@ruachcitychurch.org

You should receive an acknowledgement within 7 days. It will be investigated by a senior staff member and a written response within 7-10 days from you receiving an acknowledgement. Depending on the nature of your complaint a resolution may take some weeks. If you do not receive a satisfactory resolution within four weeks, please contact the Head of Ruach Well-being Service at the above address with full details of your complaint.

[Please complete form on page 2]

Your details

Name:.....

Address:.....

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.....

Email:

Telephone:.....

Please state your comment or complaint? (continue on a separate sheet if necessary)

CONFIDENTIAL

What would you like RWS to do now?

Signature.....**Date**.....