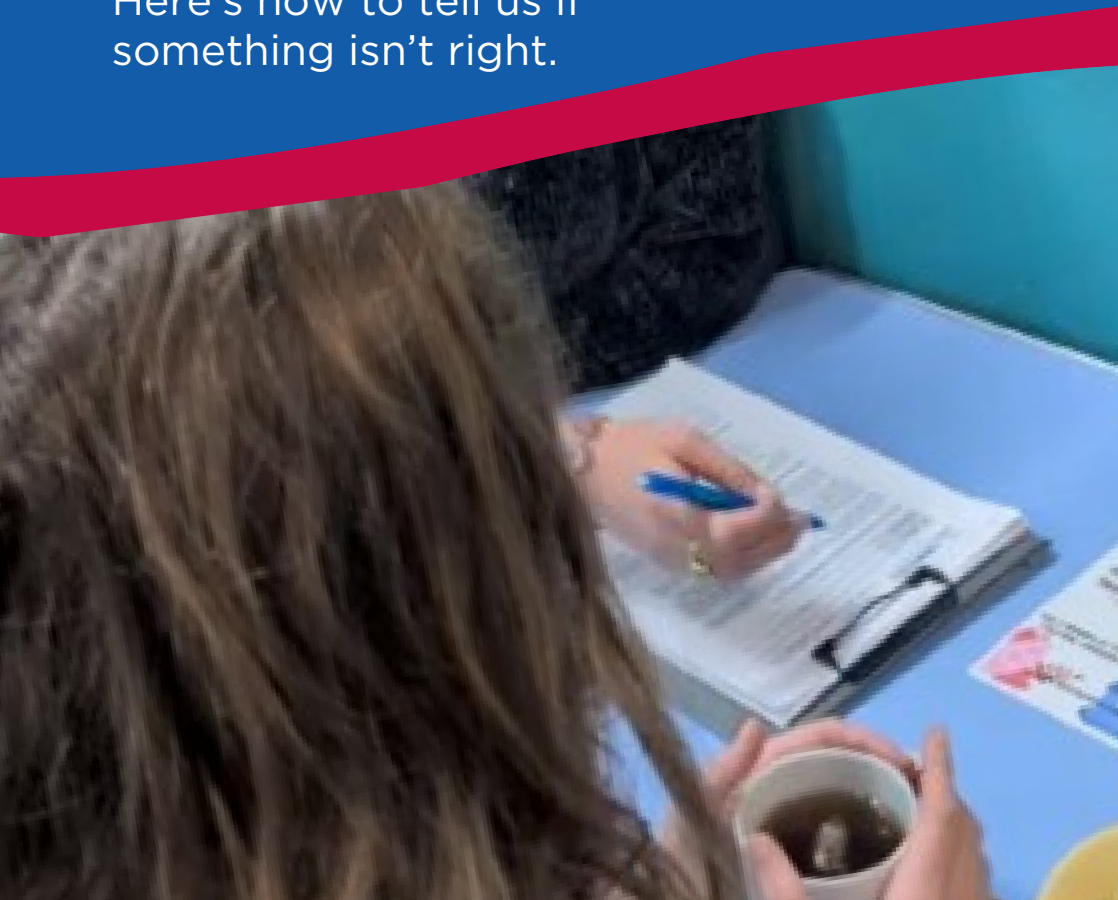




HAVE YOUR SAY

Your feedback matters.
Here's how to tell us if
something isn't right.



HOW TO LET US KNOW



What is a Service Request?

A service request is when you ask us to put something right for the first time. For example:

- A repair
- A concern about another client
- Anti-social behaviour
- Any request for help or action

Talk to a Turning Tides staff member who will do their best to resolve your issue. If you're unhappy with how your request is handled, you can make a Stage 1 Complaint.

What is a Complaint?

A complaint is when you tell us you're not happy with:

- How your service request was dealt with
- The service you received
- Something we did or didn't do
- Staff behaviour
- Actions by someone working on our behalf such as staff, volunteer or contractor.

Complaints can be made by anyone receiving our services.

How to Get in Touch

You can contact us in any way that suits you:



In Person - speak to us

Talk to Turning Tides staff



In Writing - send a letter

Quality Team - Complaints
Turning Tides
Worthing Town Hall
Chapel Road
Worthing
BN11 1HA



Online - complete the form

www.turning-tides.org.uk/contact



Phone - call us

01903 680740

If you need help making a complaint, staff can assist without judgement.

COMPLAINT PROCEDURE



2-Stage Process

We respect everybody's right to make a complaint regarding the services they receive, care and support that has been seen, or behaviours of third parties acting on our behalf that does not meet acceptable standards.

1

Stage 1 Local Resolution

- A manager looks into your complaint.
 - You'll receive:
 - A notice to say we have seen it within 5 working days
 - A full response within 10 working days (20 if an extension is needed)
 - We tell you if the complaint is agreed with & what will change as a result.
- If you are not happy with the result, you have 6 months to go to Stage 2..
-

2

Stage 2 Senior Review

- A senior/central manager reviews your complaint.
- You'll receive:
 - A notice to say we have seen it within 5 working days
 - A full response within 20 working days (40 if an extension is needed)

If you're still unhappy, you can escalate to:

- The Chief Executive, or
- An external regulator, such as:
 - Care Quality Commission (CQC)
 - Fundraising Regulator

Details will be included in your Stage 2 response letter.



We Are Here To Listen

**You will never be treated unfairly
for making a complaint.**

**Your feedback helps us improve our
services for everyone.**

Scan the QR code with your phone to find the form online to fill in.



Contact Information

Phone 01903 680740

Website www.turning-tides.org.uk

Email info@turning-tides.org.uk

Address Turning Tides
Town Hall
Chapel Road
BN11 1HA
