You have the right to complain and receive a full and prompt reply. We promote an open culture in which anyone can raise concerns.

If you have a compliment, complaint or concern about the service you have received or the staff working for our organisation, please let us know.

How to Complain

We hope that most problems can be sorted out quickly and easily, often at the time they arise and with the person concerned. Tell us what is wrong and we'll try to help.

Verbal Complaint

You may ask for a meeting with the CEO, Mrs Victoria Ashley, in order to discuss your concerns. Victoria will explain the complaints procedure and make sure that your concerns are dealt with straight away. It will be a great help if you are as specific as possible about your complaint.

Written Complaint

Alternatively, if you prefer, or if you feel your verbal complaint did not help, you can make a written complaint. Written complaints should be addressed to Mrs Victoria Ashley at the Walled Garden address on the back of this leaflet.

What will we do?

Where verbal complaints cannot be resolved within a day and for all written complaints:

We will acknowledge your complaint within 3 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We will then be in a positon to offer you an explanation or a meeting with the people involved.

When we look into your written complaint we will provide a report which will aim to:

- ·find out what should have been provided and what was expected
- ·find out what actually happened and what went wrong
- ·make sure that you receive an apology, where this is appropriate
- ·try to put things right
- ·identify what we can do to make sure it doesn't happen again.

Complaining on behalf of someone else

Please note that we follow the rule of confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A disclosure consent note signed by the person concerned will be needed, unless they are incapable of providing this.

If you feel that your complaint has not been resolved, you can contact North Yorkshire Council on 01609 532 638 or write to:

North Yorkshire Council
Adult Social Care Complaints
County Hall
Northallerton
DL7 8AD

Or your local Government and Social Care Ombudsman
0300 061 0614
lgo.co.uk

A Place to Grow

Ripon Community Link
at Ripon Walled Garden
Palace Road, Ripon
HG4 3HN
Telephone: 01765 609229
Registered Charity No. 1049030

How to make a complaint

Ripon Community Link
at Ripon Walled Garden

A Place to Grow