

Our Services

Homemaker aims to treat all people with respect and to provide a professional service. This means we will do what we say we will.

What is a complaint?

A complaint is where we have not provided you with the necessary level of service which you would expect.

As a result you may wish to let us know you are not satisfied. You may wish to use a friend or advocate to help you do this.

We aim to resolve all complaints to your satisfaction.

How do I make a complaint?

If you are not happy with the service you have received, for whatever reason, please let us know at the time, by either speaking to the member of staff involved or by putting it in writing to them. We hope that most things you are concerned about can be settled like this - in an informal way. If you are unable to do this or would prefer to talk to someone else please contact:

Vanessa, Caseworker Manager
on 07736 021511 or
Martin, Director, 07894 614666

write to us at the address overleaf. Please mark your envelope "private and confidential".
or
e-mail us at the e-mail address overleaf.

What we will do when we receive a complaint?

If we are not able to deal with and solve your complaint immediately, we will acknowledge it in writing within 3 working days of receiving it, and send you an explanation of the procedure by which we investigate complaints.

We will keep in touch with you during our investigation, and will write to you when we have finished to tell you what we have found and what we have done, or what we intend to do.

Making a complaint will not in any way adversely affect any services you might receive from us in future.

Improving our services

We are always keen to discuss ways we can improve our service. If you have any comments or would like to discuss any aspect of what we do then please do get in touch.

From time to time we call people together to talk about our services in a group setting. These meetings take place in different areas throughout the county. Please contact us about coming along to the next group meeting.

We send everyone we see a satisfaction questionnaire. These are seen by our board who monitor our work and help us to make improvements in the standards of our service.

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Contact us:

Homemaker Southwest
Unit 1 Kingfisher Court, Venny
Bridge Trading Estate, Exeter
EX4 8JN

email:

mail@homemakersw.org.uk

telephone:

01392 686752

web:

www.homemakersw.org.uk

How to Make a Complaint

We aim to give you the best possible service. If, for any reason, the service you have received is not as good as you expected, please let us know as soon as possible.