

Tell us what you think



Rennie Grove Peace



This document tells you how to make a complaint or tell us when we have done something well.

Easy read

Complaints, compliments and feedback



Making a complaint

Making a complaint means speaking up about something you do not like.

If something has gone wrong with your support from Rennie Grove Peace, you should tell us.

It is ok to complain. It can be a good way of making things better. We need to know what is wrong so we can put it right.



Telling us about other things

We would also like to hear the things you think Rennie Grove Peace is doing really well. We call this a compliment.

Or if you have an idea, we would like you to tell us about it.

This will help us make sure our services are as good as possible. We call this feedback.



How to tell us what you think

Fill in the feedback form on page 6 of this leaflet.

If you need help filling in the form, ask someone you trust or a member of staff.



Then post it back to us at: **Quality Team, Rennie Grove Peace, Peace Drive, Watford, Hertfordshire WD17 3PH**

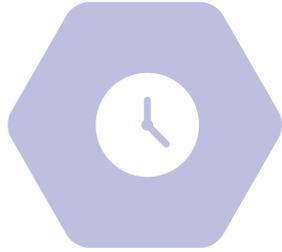


You can phone and speak to our Quality & Governance team on **01923 60 60 30**.



Or email us at: **Quality&Governance@renniegrovepeace.org**

(You can write your complaint in an email, or scan the feedback form and send it in an email.)

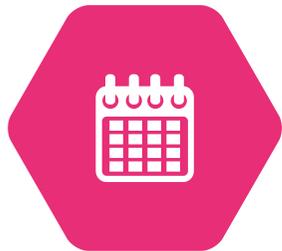


What happens next?

If you make a complaint to Rennie Grove Peace, we will do our best to sort it out as quickly as we can.

Some complaints can be sorted out quickly and easily. For example, if you speak to a member of Rennie Grove Peace staff in your local area, they might be able to sort out your complaint straight away.

Other complaints may take longer to sort out.



We will let you know we have got your complaint within 3 working days. Working days do not include Saturday and Sunday.

We will try to give you an answer to your complaint within 25 working days. It could be sooner than that. If we cannot do this we will let you know why.



Who can you tell about your complaint?

You can talk to a member of Rennie Grove Peace staff in your local area. This is often the best way to sort out problems quickly and easily.



You can phone and speak to our Quality & Governance team on **01923 60 60 30**.



I want to tell Rennie Grove Peace

- about something that is good
- about something that is wrong
- about an idea

Tell us more here: _____



Your name _____

Your address _____

Your telephone _____

Your email _____



How do you want us to contact you?

by phone

by email

by letter

Thank you for giving your feedback to help us to improve our services



With your permission (**this means consent**) we need personal information about you such as your name, where you live and contact details.

We need your consent to:

- Get in touch with you
- Share your feedback with the right team
- Use this feedback to help us improve our services



You have the right to:

- Change your mind about using personal information
- Ask for a copy of your complaint
- Ask for your personal information to be removed at any time.
- Ask for your personal information so you can share it easily with other people
- Restrict (**or stop**) the way we use your personal information



We will keep your personal information safe for 1 year.

We may also share your complaint with other people who may not be from Rennie Grove Peace if they need to know about it.



You can ask about your personal information by contacting **DPO@renniegrovepeace.org**

Or you can contact Information Commissioner's Office on **03031 23 11 13**.



I am happy for Rennie Grove Peace to use my personal information.



I am not happy for Rennie Grove Peace to use my personal information and do not give my consent.



Rennie Grove Peace

renniegrovepeace.org

Registered Address: Peace Hospice, Peace Drive, Watford WD17 3PH

☎ 01923 33 03 30 ✉ info@renniegrovepeace.org

Registered Charity Number: 1201713