



Disabled people
working together
for real choices

Real is committed to giving you the best possible service. It is only by listening to your views that we can find out what we are doing well and what we need to improve.

HOW TO MAKE A COMPLAINT, COMMENT OR COMPLIMENT

Complaints – a complaint is when you speak up about something bad that has happened. It is important to speak up when things are not right to make sure something gets done about it and to stop it from happening again or to anyone else.

Comments – a comment is when you give feedback about something. Maybe you have noticed something you think could be better about the way we do things.

Compliments – a compliment is when you think we have done something well. We want to hear about good things as well as bad.

To register a complaint, comment or compliment you may send it in writing or use this form. You can also use a different format that meets your access need. You can also use this form. You may also ask any member of staff to assist you or a friend or professional outside Real.

If you need this form in an alternative format please contact feedback@real.org.uk or call 020 7001 2170

CONFIDENTIALITY

We cannot respond to anonymous complaints, comments or compliments. We will respect confidentiality at all times. When investigating a complaint or a concern nothing will be discussed with anyone who does not need to know as few details as possible will be given away.

TIME & PROCEDURE

You will receive a letter within 5 working days to acknowledge receipt of your complaint, comment or compliment. If you are making a formal complaint an investigation will take place and you will be written to advising you of the outcome within 20 working days. If there are any delays you will be kept informed and told why. The maximum amount of time an investigation will take is normally 40 working days

Complaint, Comment and Compliment Form

We have included a number of different questions below to help you give us the information we need to understand and act upon your comments or concerns properly. Please give as much information as you feel is appropriate, and you may not need to answer every point. It's possible we may need to ask you for additional information. For comments and compliments it may be appropriate to give less information.

Are you making a (*please tick*):

Complaint

Comment

Compliment

What is it about?

Who was involved?

Did anyone else see what happened?

When did it happen (time, day, date?)

Where did it happen?

Is this a one off or a repeated incident?

What do you want to happen?

Any additional information you would like to tell us?

Signed :

Date :

Print name:

Address for correspondence:

Put this form in a sealed envelope marked 'Real Feedback - Private and Confidential' and give it to a member of staff or post to Delivery and Development Manager, Real DPO Ltd, 1st Floor, Jack Dash House, Lawn Close, E14 9YQ or send it by email to feedback@real.org.uk