

Complaints Procedure

Ryka Residential always aims to provide an exceptional service and maintain the highest standards. The satisfaction of our customers is of the utmost importance to us. Therefore, if you are unhappy with any part of our service, please let us know immediately.

Feedback

At Ryka Residential we welcome feedback and consider it to be integral to our success and growth. Therefore, please feel free to provide feedback and suggestions to us.

Please direct any feedback to me by phone or e-mail in the first instance:

Matthew Williamson MARLA

Tel: 07480 623 847

E-mail: matthew@rykaresidential.co.uk

Making a complaint

Formal complaints will be handled as quickly and as effectively as possible. Our aim is to be fair and honest. All complaints are taken seriously and will be responded to in full after careful investigation. All complaints will be in confidence.

Ryka Residential will never charge for a complaint nor withdraw or reduce services to a client or their family in the event of a complaint made in good faith.

Who can complain?

All those affected by the services provided by Ryka Residential can make a complaint.

A complaint may be made by a representative if anyone affected:

- has died
- cannot make a complaint themselves
- has given authority to someone else to complain on their behalf

For those who do not wish to make a complaint themselves and who do not know of anyone who can complain on their behalf, Ryka Residential are able to have an advocate from an independent organisation act for you.

Complaints can be made in person, by phone or by e-mail using the details below. Even if a complaint is made in person or by phone, it is always best that it is later made in writing for clarity and the avoidance of misunderstanding.

Matthew Williamson MARLA

Tel: 07480 623 847

E-mail: matthew@rykaresidential.co.uk

Complaints made anonymously

Anonymous complaints shall be handled using the same procedure. However, we would like to inform everyone of the outcome of their complaint following our investigation. Therefore, it is always better that we have the contact details anyone making a complaint.

Responsibility

I the Director of Ryka Residential are wholly responsible for handling complaints. Therefore, I will provide to you as far as is reasonably practicable any help you may need in understanding our complaints procedure and/or advise on where you may get help.

How complaints are handled

Upon receiving a complaint, I will at first acknowledge receipt to those making the complaint. This acknowledgement may be made up to 48 hours after receipt of the complaint.

Once a complaint is acknowledged, a thorough and open-minded investigation will be made using all evidence available including (but not limited to) site notes, photos, e-mails and supporting documents.

Any information, photos and documents provided to Ryka Residential by those making the complaint are gratefully received, and shall be taken into account during the investigation.

Upon completion of the investigation, Ryka Residential shall formally respond to the complaint in writing within 3 working days from acknowledgement of the complaint. The response may include details from the evidence reviewed to demonstrate our final position.

We aim to respond to all complaints satisfactorily and encourage open communication with those making a complaint throughout the process.

Time Limits

A complaint should be made as soon as possible after the event occurred or was noticed. It may not be possible to investigate a complaint effectively if made more than 12 months after the event. However, we will consider if there was good reason for the delay and in spite of the delay endeavour to investigate the complaint fairly.

Further steps

If at any stage during the complaints process you are not happy with the way it is being dealt with, you should contact me in confidence.

Once we have formally responded to a complaint and if the outcome is not satisfactory, you may refer the complaint to the ecmk Accreditation Scheme.

The Scheme Manager, ecmk Ltd, Fore 2, 2 Huskisson Way, Shirley, Solihull, B90 4SS

Or emailed to info@ecmk.co.uk

Or the Scheme Manager can be contacted on 0333 123 1418

N.B. This complaints procedure can be made available in other languages or formats upon request.