

## About The YOU Trust

YOU is a registered charity that has provided care, support, and advice since 1985, working across the south including Hampshire, Dorset, Isle of Wight, Somerset, Sussex and Wiltshire.

We walk alongside people, working together and helping them achieve the life they want. Each person's strengths and wishes shape their journey, ensuring they stay at the heart of all we do.

Wherever we start, it's their destination.

## Contact Us

We encourage you to share your feedback directly with a member of staff if you feel comfortable, or you can ask to speak with their manager. In most cases, this early conversation helps resolve things quickly.

If this is not suitable, or has not worked then please do contact us by:

**Telephone:** 01329 825 930

**Email:** [Feedback@theyoutrust.org.uk](mailto:Feedback@theyoutrust.org.uk)

Registered Address: Delme 1, Delme Place, Cams Hall Estate, Fareham, Hampshire, PO16 8UX

Website: [www.theyoutrust.org.uk](http://www.theyoutrust.org.uk)

*The YOU Trust is registered in England no. 1898188 and is a registered charity no. 291489*



you

## How to Make a Complaint

*Ways to share your feedback with us*

**FEEDBACK**



## How We Deal With Your Complaint

We will review your complaint to understand what has happened and may write with our findings or start a full investigation. If a full investigation is needed, an experienced staff member will carry it out and respond promptly and fully.

### We aim to:

- Acknowledge within 1 working day
- Speak with you to understand what you feel would help put things right
- Talk with others, gather information and respond to your complaint as agreed
- Keep you updated if there are any changes to the agreed timeframe



## Your Voice Matters

*"We are always pleased to receive suggestions that help us improve our services. If you have any comments or ideas, please share them with us."*

**—Hayley Connor, Group Chief Executive**

If you are not satisfied with how we have handled your complaint, you can ask us to review the way it was dealt with.

We will explain how to do this when we respond to your complaint. When requesting a review, please include:

- Your name
- Your preferred contact details
- Details of your concern
- How we can put things right



## How to Make a Complaint

If something goes wrong, we aim to put it right quickly. You can raise your concerns with any staff member, who may resolve it immediately. If not, you can:

- Ask your worker/manager to contact the feedback team
- Write or email us (include your name, contact details, your complaint, what should be done, and the person/service involved if known)
- Call a team member
- Send a direct message via social media
- Ask a family member or friend to speak for you