

# Centrepoint Complaints and Feedback



**Centrepoint values your complaints and welcomes all feedback.**

**Complaints** - At Centrepoint, we take all complaints very seriously.

As a registered charity and social housing provider for young people, we aim to resolve complaints quickly and fairly using the information raised in complaints and the feedback provided to us in order to continuously improve our services for the young people we work with and support.

**Feedback** - All Feedback received from our young people who use our services is reviewed regularly to see how we can better improve the services we offer.

We welcome new ideas as well as any suggestions young people may feel will benefit them to sustain a home and or a job for themselves as well other young people in the future.

**We want to know where we are getting it right and where we could do things better.**

Please ask your Service Manager for a Feedback form should you wish to provide any feedback.

**How can you make a complaint?**

- **Verbal** - talk to a staff member or relevant service manager,
- **In person** - take your complaint to a residents' meeting,
- **Written** - complete a complaints form or write a letter and give it to a member of staff,
- **Email** - [complaints@centrepoint.org](mailto:complaints@centrepoint.org).

For further information on ways to raise a complaint, please visit: <https://centrepoint.org.uk/feedback-and-complaint-procedure>, Alternatively, you can contact Centrepoint's Complaints Officer on: [Complaints@centrepoint.org](mailto:Complaints@centrepoint.org).

Centrepoint will acknowledge your feedback or complaint within 5 working days and aim to resolve issues raised within 10 working days. If it is going to take longer, we will keep you informed of this.

**Other ways to complain.**

If you are not happy with the overall decision that Centrepoint makes about your complaint or complaint appeal, you can take your complaint to the local authority team who commissioned the service or the independent Housing Ombudsman by visiting their website and completing an online complaints form.

- **Visit:** [www.housing-ombudsman.org.uk/contact-us](http://www.housing-ombudsman.org.uk/contact-us).
- **Webchat:** visit the webpage above and click on .
- **In writing by post:** Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET.
- **Telephone:** 0300 111 3000 - Alternatively, you can use the phone line service during the hours below:  
Monday, Tuesday, Wednesday & Friday from 9am to 5pm or Thursday from 9am to 3.30pm.