

# LISTENING RESPONDING IMPROVING

HOW TO

FEEDBACK

RAISE A CONCERN

OR MAKE A COMPLAINT

**COMBAT  
STRESS**

FOR VETERANS' MENTAL HEALTH

# HOW CAN I PROVIDE FEEDBACK?

Combat Stress is committed to delivering quality care to veterans and we work hard to give everyone the best possible support we can.

If you are unhappy with the treatment or service you have received from us, we would like to hear about it.

We value and welcome all types of feedback to help improve our services.

We hope that if you have a problem, you will use our complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

## Help us to get it right

We constantly try to improve the services we offer – please let us know if you have any suggestions on how we can do something better. Please also let us know when you think we have done something well – our staff value your compliments.

# WHAT IF I HAVE A CONCERN?

You can raise a concern for yourself or on behalf of someone else. If you raise a concern on behalf of a friend or relative, you must have their consent to represent them.

Your concerns can often be addressed there and then. Please speak to a member of our staff as soon as possible so we can try to resolve it.

If you're unsure who to contact please speak to a member of the admin team in your area.

If you have concerns about fundraising or communications please email the Individual Giving Manager on **fundraising@combatstress.org.uk**

Please visit our website for more information or email **contact.us@combatstress.org.uk** and we will respond to your email.

# WHAT IF I WISH TO COMPLAIN?

Raise your complaint as soon as possible, detailing the issues you have. Normally you should complain within twelve months of an event or issue. You can telephone us, email or write a letter using the details overleaf.

## What information do we need?

Please provide as much detail as possible about the complaint you have so we can respond to you.

Tell us what happened, where and when.

Please let us know how you would like us to liaise with you about your complaint – over the telephone, at a meeting or in writing and please provide us with the relevant contact details so we can get in touch.

If your complaint is anonymous, we may investigate your concerns.

# WHAT HAPPENS NEXT?

If you make a complaint, we will contact you within three working days to confirm we have received it. A senior manager will investigate your complaint and may telephone you to discuss it or if you prefer, they can arrange a face to face meeting to talk about your concerns.

We aim to provide you with a complete reply within 20 working days from receipt of your complaint. However it may take us longer to investigate your complaint fully, especially if the issues are complicated. If a delay occurs we will still write to you within 20 working days to update you on how we are progressing.

As an organisation, we are dedicated to providing quality care to our veterans.

If a complaint is upheld, the action taken and the lessons learned will be acted upon as appropriate.

# TO MAKE A COMPLAINT

**Northern Ireland: 0289 026 9990**

**Scotland West: 0141 471 2810**

**Scotland East: 0131 388 8890**

**England South: 01372 587 000**

**England Central: 01952 822 700**

**England North: 01372 587 000**

If you feel that your complaint has not been resolved or handled satisfactorily, you can contact one of the following organisations:

**Care Inspectorate (Scotland Only)**

[careinspectorate.com](http://careinspectorate.com)

**Care Quality Commission (England only)**

[cqc.org.uk](http://cqc.org.uk)

**Charity Commission (England and Wales only)**

[forms.charitycommission.gov.uk/raising-concerns](http://forms.charitycommission.gov.uk/raising-concerns)

**RQIA (Regulation and Quality Improvement Authority, NI only)**

[info@rqia.org.uk](mailto:info@rqia.org.uk)