

Please tell us

Contact details

Your name, address, phone number and email address. You can choose to stay anonymous, but it might make it harder for us to look into the issue fully.

Details of your complaint

What you want to complain about, who was involved, the date it happened

How if affected you

Explain how the issue has impacted you or your experience with our services.

Confidentiality

We'll handle your complaint sensitively and keep your information private. Making a complaint won't affect the support or services you receive from us.

How to make a complaint

You can make a complaint in whatever way works best for you:



By phone

020 3393 7011



By email

info@raid.charity



In person at

Disability Action and Advice Centre, 4 Waldegrave Road, Teddington, TW11 8HT

Scan the QR code to complete our online Complaint Form



Website

www.raid.charity



Comments and Complaints Leaflet

RAID (also known as Richmond AID) wants to know about your experience of using our services.

Your feedback helps us learn, improve, and make our services better for everyone.



www.raid.charity

Complaints procedure

We encourage comments and complaints. If we make a mistake, we want to know about it so we can put things right.

If I'm unhappy with RAID, what do I do?

Please give us details of the issue you have experienced, dates and your contact details. We will let you know we have received your complaint within five working days. A manager or the Chief Executive will investigate your complaint and reply to you within 15 working days.

How can I appeal?

If you are still not satisfied with our response and our actions to resolve your complaint please put the matter in writing to the Chair of Trustees. The Chair of Trustees will appoint a Trustee to investigate the complaint. He or she will let you know we have received your appeal within 7 working days and produce a written response/report within 25 working days.

What happens then?

If you feel the issue is still not resolved you can appeal. RAID may decide to close the matter or may decide the matter would benefit from a third party being involved. If the matter is serious then RAID will hold an official hearing which may involve legal representatives.

Getting help to make a comment or complaint

You can get help from a member of staff or a volunteer if you need it. You can have a friend, relative or someone from an organisation to help you make your complaint and be with you at any meeting we have with you.

Please tell us about any access needs you have so we can make any reasonable adjustments needed or arrange for a BSL interpreter language translation.

What will you do with the information I provide?

RAID respects your privacy and will make sure. Any personal information that you give as part of your complaint will be only used by RAID to help address and resolve your concerns.

Who Can Complain?

Anyone can make a complaint, including:

- People who use our services
- Family members, carers, or advocates
- Volunteers or supporters
- People affected by our work

What Can You Complain About?

You can complain about:

- The way you've been treated by a staff member or volunteer
- The quality of a service or support you received
- A decision we've made that affects you
- Something you believe goes against our values or policies

If you need help to complain please let us know