

The Royal Air Forces Association (RAFA) and the Royal Air Force Benevolent Fund (RAFBF) are committed to providing a service we can be proud of. RAFA, who manage the charities Homes on behalf of both organisations, can only measure its success, or otherwise, by the comments received from those who use our services.

There will be times when you would like to tell us about your stay - perhaps to compliment facilities or staff, to comment on the service or to point out where we did not meet your expectations.

We would very much like to hear your views and suggestions. Despite our best endeavours, we do not always "get it right" and we need to know when we are doing something wrong.

To compliment, make a comment, or to complain, please use the space on the reverse of this leaflet and send it to Mrs Tricia Freer at the address shown or telephone 0116 268 8771

You may also make your complaint direct to:

**The National Care Standards
Commission**

St Nicholas Building
St Nicholas Street
Newcastle upon Tyne
NE1 1NB

The Complaints Process

We treat all complaints seriously and have set up a three-stage process to try to resolve them:

Stage 1

Tell the member of staff responsible for providing the service so that they can attempt to resolve the problem straight away.

If you cannot resolve the problem at the time, or are not satisfied with the response then take your complaint to the Home Manager. If you remain dissatisfied or think that the issues are complex and need formal investigation, then take your complaint to the next stage....

Stage 2

Put your complaint in writing, or telephone Mrs Tricia Freer

We will acknowledge receipt of your complaint in writing and then would normally expect to provide a written response to you within 20 working days. If you are not satisfied with the response then you should ask for a review. . . .

Stage 3

RAFA's Secretary General will review the facts of the case and will respond within 20 working days of receipt of your request for a review. The Joint Welfare Advisory Board is the final arbiter on complaints about our Short Welfare Break Homes.

The Royal Air Forces Association

Welfare Department
117½ Loughborough Road
Leicester
LE4 5ND

You can use this form to

Compliment, Comment or Complain

Name.....

Address.....

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.....Postcode.....

Telephone Number.....



How to

Compliment Comment or Complain

June 2002

or e-mail us at

welfare@rafa.org.uk

visit us at

www.rafa.org.uk

Registered Charity No 226686