

Make a Complaint

Frequently Asked Questions

Q. What issues can be raised?

A. A complaint is a report of poor service by the Association. You can raise any issue about where you feel that the service you have received does not meet your expectations. All information about your experience of our services is useful as it can help us improve our service for you and all of our other customers.

Q. How do I get in Touch?

A. You can get in touch by any method that suits you including:

- Completing the on-line form
- Telephone
- Writing a letter
- E-mail
- Internet
- Visiting a Three Rivers office
- Speaking to a member of Three Rivers staff in your home

You will not be asked to provide any information in writing in order for your issue to be dealt with. However if you are making a complaint Three Rivers may have to ask you for written information if it is required by another organisation that is involved in the issue. If this is necessary a member of Three Rivers staff will be happy to help if you would like them to.

Q. Do I have to be a Three Rivers customer and get in touch personally?

A. No – we are keen to hear from anyone who has information on our services. If it is easier for you to get a friend, neighbour or independent advice agency to contact us on your behalf that is OK. We will also accept anonymous information although there are some occasions when it makes us difficult to follow issues up if the person providing the information does not want to tell us who they are.

Q. How will I know what has been done with the information that I have provided?

A. Three Rivers will acknowledge all complaints, compliments and suggestions. If action is needed to put a specific problem right for you then you will be kept informed about what is happening by the person dealing with your complaint. We will also let you know if the information that you have provided has led to any general changes in the way that services are delivered.

Q. What about confidentiality?

A. We treat all complaints and appeals in the strictest confidence.

Q. Can I apply for compensation?

A. We recognise that at times when our service falls short, there may be a case for compensating a customer. Each case will be considered on an individual basis depending on the nature of the complaint.

There are circumstances, which fall beyond the Association's control. In such circumstances, no compensation will be available from Three Rivers. More information about our compensation policy can be found under the corporate leaflets page.