

How to Make a Complaint at Orpheus

We want to hear from you!

At Orpheus, we work hard to make sure you are happy with the education, housing, and care we provide. But sometimes, things go wrong, and it's important to let us know if you are unhappy so we can fix it.

This leaflet will help you understand how to make a complaint if something isn't right. We will listen, respect your privacy and try to fix the problem as soon as possible.

Who Can Make a Complaint?

- Any Orpheus student
- A student's family or carer
- A volunteer or member of the public

What Can You Complain About?

- Education or support
- Housing or care
- Something that went wrong with fundraising
- Any other concerns about Orpheus

What Happens When You Complain?

1. First Step: Talk to a member of staff

- If you're not happy, talk to a member of staff straight away.
- Tell them what the problem is and they will try to help you fix it.
- If they can't fix it, they will pass it on to the right person to help.

2. Second Step: Formal Complaint

- If the problem isn't solved, you can make a formal complaint.
- You can talk to the manager of the area (education, care, housing, or another department).

You can complain by:

- Talking to any member of staff
- Phoning us: 01883 744 644
- Writing an email:
executiveadmin@orpheus.org.uk
- Sending a letter to: The Orpheus Centre,
North Park Lane, Godstone, RH9 8ND.

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3. What Will We Do?

- We will write back to you within 5 working days to say we've received your complaint.
- We will try to solve your complaint within 20 working days.
- If we need more time, we will let you know.

What Happens After We Look Into Your Complaint?

- If we made a mistake, we will apologise and tell you what we will do to fix it.
- If we think everything was done correctly, we will explain why.
- Either way, we will write to you to explain what we found.

Need Help to Complain?

- You can ask a tutor or a friend to help you make the complaint.
- They can't make the complaint for you, but they can help you tell us what's wrong.
- Let us know if you need us to make reasonable adjustments because of a disability or long term health condition.

What If You're Still Unhappy?

- If you're not happy with our response, you can ask for an appeal. This means we will look at your complaint again.
- Write to the Chief Executive to ask for an appeal.
- If the problem is still not solved, you can take it to an outside organisation.

We Promise:

- To listen carefully to your complaint
- To respect your privacy
- To treat you fairly and without discrimination

Our full complaints policy is available on our website: www.orpheus.org.uk/policies