

Scarborough & Ryedale Carers Resource are proud to hold these quality marks



Scarborough and Ryedale Carers Resource is an independent Charity and a Company limited by guarantee.  
Charity No: 1046228. Company No: 3042108.

# Scarborough & Ryedale Carers Resource

96 High Street, Snainton, Scarborough, YO13 9AJ

E-mail: [staff@carersresource.net](mailto:staff@carersresource.net)

Website: [www.carersresource.net](http://www.carersresource.net)

Tel: 01723 850155

## Our Commitment to a Quality Service

and

## How to give Feedback or make a Complaint



## **Our Aims:**

Our aim is to provide carers with a professional service that meets their individual needs.

We seek to provide a quality service to all that ask for our support regardless of individual difference. We are committed to equal access to opportunities and will not tolerate discrimination on any grounds.

Our service is available to carers living in all parts of Scarborough, Whitby and Ryedale and is free, impartial and confidential. We aim to help carers deal with difficulties and lead more fulfilling lives. We respect each individual's cultural, religious and lifestyle needs.

## **Quality of Service:**

Over the years our high standard of service has been recognised and awarded quality marks.

Currently we hold Matrix, PQASSO and Carers Trust Quality Awards. These are all recognised throughout the voluntary and statutory sectors.

**For further details of any of our policies please contact us**

## **Confidentiality:**

All our staff and volunteers sign up to the organisation's confidentiality policy which clearly states our commitment to issues around confidentiality.

Occasionally there may be times when we need to speak to another organisation without your consent. This would happen only in situations where someone appears to be at risk of harm and we would always try to discuss this with you.

## **Feedback:**

- We welcome and value your views and feedback as it helps us improve the service. So do let us know if you have any comments, compliments or suggestions.

## **Complaints:**

- If you feel we haven't provided a quality service speak to the member of staff involved, as most things can be resolved that way.
- If you wish to make a formal complaint please do so by contacting the Service Manager 01723 850155
- For further details on what to expect when making a complaint, request a copy of our Feedback and Complaints Policy.