

## Surrey Care Trust senior managers

Chief Executive

Mrs Elaine Tisdall  
[elaine.tisdall@surreycaretrust.org.uk](mailto:elaine.tisdall@surreycaretrust.org.uk)

Deputy Chief Executive

Mr Lynsay Scott  
[lynsay.scott@surreycaretrust.org.uk](mailto:lynsay.scott@surreycaretrust.org.uk)

HR and Resources Manager

Mrs Sue Stainsby  
[sue.stainsby@surreycaretrust.org.uk](mailto:sue.stainsby@surreycaretrust.org.uk)

Finance Manager

Mrs Penny Brackley  
[penny.brackley@surreycaretrust.org.uk](mailto:penny.brackley@surreycaretrust.org.uk)

Telephone: 01483 426990

## Programme and centre managers

STEPS Staines and Woking  
Learning Centres,  
STEPS Counselling Service  
and STEPS School Inclusion  
Serena Griffiths, 07771 961619  
[serena.griffiths@surreycaretrust.org.uk](mailto:serena.griffiths@surreycaretrust.org.uk)

Swingbridge community boats and  
STEPS Mentoring  
Margaret Reeder, 07973 282239  
[margaret.reeder@surreycaretrust.org.uk](mailto:margaret.reeder@surreycaretrust.org.uk)

STEPS Ahead, STEPS  
Mentoring, Crisis Grants  
Georgina Waters 01483 412760  
[georgina.waters@surreycaretrust.org.uk](mailto:georgina.waters@surreycaretrust.org.uk)

FACE adult learning  
Bridget Newbould, 07789 985582  
[bridget.newbould@surreycaretrust.org.uk](mailto:bridget.newbould@surreycaretrust.org.uk)

Stanwell Sure Start Children's Centre  
Pat Daniels 01784 241407  
[pat.daniels@surreycaretrust.org.uk](mailto:pat.daniels@surreycaretrust.org.uk)

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You can contact all the Surrey Care Trust managers through our office. If you are uncertain who you should contact, call Sue Stainsby, in the first instance, on the number below.

The Surrey Care Trust is  
registered with limited  
liability in Cardiff, number  
1658859

1 Old Elstead Road  
Milford  
Godalming  
Surrey GU6 5EE  
**Telephone: 01483 426990**

Surrey  
Care Trust  
*changing lives*

# Have you any ....

## Complaints,

## comments,

## compliments?

It's important that you  
tell us what you think  
of our service.

Have you found our  
service useful?

Have you any  
suggestions for  
improvement?

Have you been refused  
a service or treated  
unfairly?

# [www.surreycaretrust.org.uk](http://www.surreycaretrust.org.uk)

Telephone: 01483 426990

The Surrey Care Trust is a registered charity, number 285543

The Surrey Care Trust welcomes all comments, compliments and complaints. We want to correct any mistakes we make as quickly as possible. We aim to provide good quality services and we need your help to tell us how we are doing. If you would like to make a comment or complaint, do not feel afraid or reluctant to do so.

For compliments and comments, you can talk to the member of staff that you have most contact with or simply write a letter (see address on back of leaflet). The same applies if you want to comment on how we could improve things.

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## Confidentiality

We will always try to deal with your complaint in the strictest confidence. There may be times when this is not possible, but we will discuss this with you should it arise.

## How quickly will things get sorted out?

Most complaints can be sorted out informally within the first two weeks of making your complaint. If we think that it will take longer we will let you know.

## Can I bring someone with me?

Yes, whenever you visit us to talk about your complaint you can ask anyone you think may be helpful to come with you. This could be:

A relative

A friend

A member of our staff

Someone from another organisation

## Advocacy

For advice or support, you can speak to any member of our staff but if you would like an advocate, independent of the Surrey Care Trust, to speak on your behalf, there are a number of organisations that can help.

Your local Citizens Advice Bureau would be a good starting point or contact Surrey Community Action, which lists advocacy services in its directory, on 01483 566072, [www.surreyca.org.uk](http://www.surreyca.org.uk).

# If you have a complaint to make, we have a simple three stage process to follow.

## STAGE ONE

### Problem Solving

Talk about the problem to the member of staff you have been dealing with. If this does not help, then write or speak to a more senior manager at the Surrey Care Trust. He or she will do their best to resolve the matter informally for you, as quickly as possible. You will find a list of managers on the back page.

## STAGE TWO

### Independent investigation stage

If this does not solve the problem you may wish to make a formal complaint. You do this by putting the complaint in writing to the manager of the department/programme you have been dealing with. The manager will send an acknowledgement of your complaint within three working days and inform the Resources Manager at the Surrey Care Trust, Sue Stainsby.

We will consider your complaint quickly and thoroughly. This will be followed by a letter from Surrey Care Trust telling you the outcome within 7 working days.

## STAGE THREE

### Review Panel Stage

If you are not satisfied with what is decided you can ask to be heard by a review panel. Contact Sue Stainsby to make this request. This panel has three members, the Chief Executive of Surrey Care Trust, Elaine Tisdall, and two members of our Board of Trustees.