

## Comments, Compliments and Complaints

### TELL US WHAT YOU ARE THINKING!

#### We would like to hear from YOU!

We aim to provide the best possible service at all times.

We welcome your views. This leaflet can be used for compliment or complaint. If you do not want to use the letter, you can simply inform your worker.

#### Where to send your comment, compliment or complaint

Once completed you should post this form or your letter to the address below, or alternatively hand it to your Worker

It helps us to know what people think about the services we provide or arrange. We would like to have your views as to whether you are happy or unhappy in any way with our services.

You may use our services, or be a parent, carer, relative or friend of someone who does. We would like to hear from you if you are happy with the service we provide or arrange.

If you have a complaint we will do all we can to respond quickly and explain the results to you.

When making a comment, compliment or complaint you should give as much detail as possible (continue on a separate sheet if necessary) and we will get back to you within 5 working days.

# Comments, Compliments and Complaints

Name:

Address:

Postcode:

Date:

Your telephone number:

I got this form from:

COMMENT

COMPLIMENT

COMPLAINT

Please write details here and attach further blank sheets if required:-