

We value your views

We aim to give all our customers the highest standards of service. We welcome feedback on all aspects of our work - **your feedback is important to us!**

Compliments - let us know what we're doing right. It's always great to hear what we're doing well which helps to identify areas of good practice – any feedback on specific staff members will always be passed on.

Comments – and suggestions help us to develop our services, so if you've got any thoughts about how we can improve things, we'd love to hear from you.

Complaints - if you're not happy about any of our services, or the way you have been dealt with by our staff, please let us know so that we can try to put things right and if necessary, make changes to the way we work.

Please tick the appropriate box: Complaint Comment Compliment

What would you like to tell us?

Note: Continuation Sheet overleaf if required.

Your Contact Details:

Name and Contact Number:

Email and Home Address:

Date Completed:

Complaints – Our Promise to YOU

We take complaints seriously. We aim to deal with them openly and quickly and learn from them to improve our services. Our promise to you is that a member of our Senior Management Team will respond back to you within 7 working days on receipt of any form of complaint.

Continuation Sheet

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