



# Compliments, Comments and Complaints

## Feedback Form

(Please complete in **BLACK** ink)



This is your chance to let us know about your compliment, comment or complaint. When you have filled in this form, please send it direct to our Customer Services Team in the freepost envelope provided. If you have any queries, you can contact the Customer Services Team on Freephone 0800 212 783. Someone else can fill in the form for you if you prefer.

### About you

Your name (block capitals): .....

Your address: .....

..... Postcode: .....

Your telephone number: Work: ..... Home: .....

Mobile: .....

### If you are completing this form on behalf of a service user

please provide the following details about them:

Their name (block capitals): .....

Their address: .....

..... Postcode: .....

Their telephone number: Work: ..... Home: .....

Mobile: .....

### Your feedback

Is your feedback a: Compliment  Comment  Complaint

Which service are you giving feedback about? (please give the name of the service or the name of the person you have dealt with):

.....

What are the details of your feedback? (Please use a separate piece of paper if you cannot tell us everything in the space provided)

.....

.....

.....

What would you like us to do? .....

.....

..... *continue over if necessary*



## What Happens Next?

We will try to deal with your feedback straight away. If this is not possible, we will:

- ◆ send you an acknowledgement within two working days of receiving your feedback form
- ◆ tell you who is looking into your feedback, and
- ◆ tell you how long we will take to reply to you.

## How can you help us treat everyone fairly?

We try to make sure that we give equal access to anyone wanting to give us feedback about our services. We monitor all feedback and use it to improve our learning and development. By answering the following questions you will help us do this (please tick boxes):

Are you: Male  Female

Do you have a disability you want to tell us about? No  Yes

If yes, what is it: .....

Which age group are you in?

Under 16  16-17  18-23  24-45  46-59  60 and over

Which ethnic group do you consider you belong to?

Asian/Asian British  Black/Black British  Chinese  White

Mixed heritage  Gypsy/Romany  Other ethnic background

If other ethnic background, please specify: .....

Do you have a nomadic lifestyle? No  Yes

Signed (to be signed by the person making the complaint): .....

Date: .....

Send this form to the Customer Services Manager in the Freepost envelope inside this leaflet (Compliments, Comments and Complaints), or send it to:

Customer Services Manager  
Room A128, Social Care for Adults & Children  
The Annexe, County Hall, Topsham Road  
Exeter EX2 4QR