

## Comments, Complaints and Compliments Procedure

We welcome any feedback you may have regarding our services and support. This contributes towards improving the quality of our services.

Please use this form if you have a specific comment, compliment or complaint to make about the service you have received from us.

If you experience any difficulty completing the form, we can help you. If this is not appropriate, we can give you advice about getting support from an independent advocate.

You can choose to make your complaint, compliment or comment verbally, in which case your comments will be recorded on the form and forwarded to the person responsible for handling the comments and complaints.

If you make a complaint in writing, we will acknowledge receipt of this within 3 working days. We consider it important to deal with any complaint quickly. In the case of a comment or compliment, receipt will be acknowledged within 7 working days.

All complaints will be investigated by the appropriate manager within 10 working days. If this is not possible e.g. because the relevant person is absent, we will let you know about this within 3 working days.

In the case of a complaint about the standard of service delivery, the trustees will be informed at their next meeting. Where the complaint alleges gross misconduct, the Chair of Trustees will be informed immediately.

A confidential record will be kept of all communication, whether written or verbal.

The person against whom the complaint has been made has the right to an interview to discuss the nature of the complaint and to be supported by a representative, if requested or necessary. They will be kept informed of the progress being made and the subsequent outcome of the complaint.

If you are not satisfied with the outcome, you have the right to appeal to a senior manager. If you are not satisfied with the outcome of this appeal, you may then appeal to your Social Services Department.

# Comments, Complaints and Compliments

Your name:

Your address:

Telephone number:

Email address:

Your local office/location:

Are you making a: COMMENT  COMPLAINT  COMPLIMENT  ?

Name(s) of the person(s) concerned:

Please tell us briefly what happened. (Continue on a separate sheet if required.)

Signed:

Date:

Please send the completed form to: Comments and Complaints, Penderels Trust, Resource House, 1A Brandon Lane, Coventry, CV3 3GU. If you would like further advice, please telephone: 02476 511611. You can complete our online form if you prefer by going to: <https://www.penderelstrust.org.uk/comments.php>.

**Thank you for assisting us to provide a better service.**

**This form is available in large print, Braille and other languages if required.**