

**CHANGES**

**FORMAL COMPLIMENTS, COMMENTS, and COMPLAINTS**

Clients who use our service can provide us with important information; this information helps us achieve our aim of continuous service improvement and further develop our services and resources.

Such information may come from informal comments to staff members, our meeting Feedback form, or through this more formal Compliments, Comments and Complaints procedure.

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| **Compliments** | If we receive compliments about CHANGES Services, it is an indication that we are getting it right. |
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| **Comments:** | We welcome any additional comments about how we can improve our Service. |
| *You may send in your Compliments and Comments anonymously if you wish, to either of the addresses given below. However, we cannot give you any feedback or further action information unless you complete the personal details section.* |
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| **Complaints:** | There may be times when you feel that the Service you have received has not met with your expectations, if so we would like to know about it.**Complaints Procedure**1. Any formal Complaint must be put in writing and addressed to:

**Jackie Williamson****Operations Manager****Freepost RTKC-LKXU-XEKA Changes Health & Wellbeing, Victoria Court, Booth Street, STOKE-ON-TRENT, ST4 4AL****Or email feedback@changes.org.uk**Receipt of your written Complaint will be acknowledged within 7 working days. We will also tell you what we plan to do next along with the expected time scale. 1. All Complaints will be treated as Confidential.
2. If you are unhappy with the response, you can then take your complaint to:

John Irons, (Chair), Freepost RTKC-LKXU-XEKA Changes Health & Wellbeing, Victoria Court, Booth Street, STOKE-ON-TRENT, ST4 4AL |

***Continued overleaf /: Personal Details and Written Information***

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| State whether:  **Compliment** / **Comment** / **Complaint** **(please circle)** |
| State which **CHANGES Service**: ……………………………………………………………………… |

|  |  |
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|  *Personal Details (optional for Compliments & Comments)* | **Date** …………………………… |
|  **Name** | …………………………………………………………………………………… |
|  **Address** | …………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………….**Post Code** .………………………… |
|  **Phone No.** | …………………………………….. |
|  **Email** | …………………………………………………………………………………… |

Please use this space for your written information:

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**If the above information concerns a Complaint please sign below.**

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| **Signature:** ………………………………………………………………. | ***Thank You*** |

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| **FAO: Operations Manager / Board of Directors** | **Notes / Further Action References** |
| **Date CCC Received:****Receipt Despatch Date:****Reply Despatch Date:****Date CCC Completed:****Signature:** |  |