**Dear Service User**

We are always looking to improve the quality of our services and to know that you are happy and satisfied with the services we provide for you. We would always like to hear from you if you are not satisfied with your service and wish to make a complaint, or if you have any suggestions for improvement or compliments.

|  |  |
| --- | --- |
| **Your fullname** |  |

**Your complaint**

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If you wish to make a complaint would you, please discuss the matter in the first instance with:

|  |  |  |  |
| --- | --- | --- | --- |
| **Name of staff member**: |  | **Designation:** |  |

If you would prefer, then please do not hesitate to discuss the matter with the Manager.

If your complaint is not resolved to your satisfaction, then you may wish to contact:

**Local Authority Social Services**

|  |  |
| --- | --- |
| **Name:** |  |
| **Address:** |  |
| **Telephone no:** |  |

**Suggestion for improvement**

I would like to make the following suggestion for improvement to the service:

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| --- |
|  |

**I would like to make the following compliments**

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