

We encourage feedback from all of our service users, as well as external sources including visitors, neighbours and members of the local community, other stakeholders including partner agencies, and other organisations.

Why do we have this policy?

It helps us to improve our services.

It helps us to identify areas of good practice and areas where improvement may be required.

If we do something wrong we want to learn from it and take action to prevent it happening again.

You can get a copy of our full complaints policy by contacting your local Nacro office.

You can download this leaflet from nacro.org.uk/publications.

The feedback we receive from this form is discussed at Team Meetings. Complaints received via this form will be shared with staff on a need to know basis. If you are concerned about who may see your complaint, or if it is about a member of staff, please contact a member of our Management Team.

You can also access CPP, our confidential helpline for support, by calling **0800 005 3705**

FOR OFFICE USE ONLY

Reference

Date received

Received by

Acknowledgement made on

By

Action taken

(Please attach another sheet if necessary)

Lessons learnt/changes to policy and practice

(Please attach another sheet if necessary)

Outcome

Comment/suggestion acknowledged

If the contact was a complaint was it

Upheld Upheld in part

Rejected Withdrawn

Date

No. of days taken to conclude



Tell us what you think

Please fill in the form below to let us know what you think about our services

(A member of staff can help you to complete this form if required)

Do you want to tell us about

(Please tick the appropriate box)

- Our Staff
- A Service User/Learner
- Your home/the centre or project
- The support or service we deliver
- Other

Are you contacting us with

(Please tick the appropriate box)

- A comment
- A compliment
- A complaint

Tell us what you think

Please use the space below. Any detail you can provide to help us to understand the reason why you are contacting us would be useful

(Please attach another sheet if necessary)

Who are you?

(Please tick the appropriate box)

- A Service User/Learner
- A Neighbour
- A Professional
- Other

If you prefer to remain anonymous please tick

Please note if we do not have your details we **will not** be able to respond to you

Can you also tell us . . .

Your name

Your preferred contact method and details

(ie. phone number, address, email)

Your ethnicity

Date

What you need to do now

You can either hand this form to a member of staff or post, fax, or email to us using the details below

What we will do

Once your form has been received we will

1. **Acknowledge your feedback within 5 days**
2. **Respond to your feedback within 10 days**

Thank you for taking the time to contact us.