PossAbilities
Compliments &
Complaints form

If you need help to complete this form please let us know, our contact details are on the bottom of this form.

Use this form if you want to tell us if;

You are **pleased** with the service or staff at PossAbilities, we call this a **compliment**.

Or;

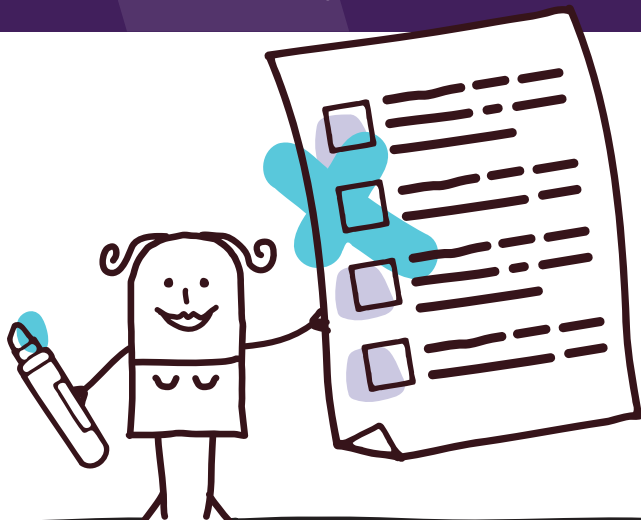You are **unhappy** with the service or staff at PossAbilities, we call this a **complaint**.

Poss**Abilities**

We want you to know that it is okay to complain. Your views help us improve the way we do things. We want to make sure you are satisfied.

Some of things we may do to put things right;

- We may say sorry and explain what happened.

- We may decide to change a decision.

- We may change things so it does not happen again.

- We may give our staff some training

We are interested in your ideas about how we do things.

We talk about ideas at meetings and listen to each other. If you would like to join a meeting please let us know.

DATE:	NAME:

ADDRESS:

	POSTCODE:

TELEPHONE:	EMAIL:

Please tell us what you want to do:

I want to give a **compliment**: ☐   I want to make a **complaint**: ☐

WHAT HAPPENED?:

WHEN DID IT HAPPEN?:

WHERE DID IT HAPPEN?:

WHO DO YOU WANT TO TELL US ABOUT?

WHAT DO YOU WANT US TO DO TO PUT THINGS RIGHT?

TELL US HOW YOU WANT US TO CONTACT YOU;

By Email: ☐   By Telephone: ☐   In Writing: ☐   Face To Face: ☐

Poss**Abilities**

We will **reply** to you **within 5 days** to let you know we have received your form.

We will **send you a letter** or come and **see you** to explain things **within 20 days**.