

Compliments, Comments and Complaints Feedback Form

It will help us if you use this form to make your compliment, comment or complaint. Please write on a separate sheet if there is not enough space on the form. If you prefer you are also welcome to write a letter to us about your complaint, or if this is difficult the Complaints Manager will be happy to take details of your complaint over the telephone **01225 713953**.

When you have filled in the form, please send it to:

- **The Complaints Manager**
Department of Community Services
County Hall
Bythesea Road
Trowbridge
Wiltshire
BA14 8LE

Is your feedback a: Compliment Comment Complaint

Your Details:

Your name (**block capitals**) _____

Your address _____

_____ Postcode _____

Daytime contact phone number _____

If you are completing this form on behalf of someone else, please give us details about that person

Their name (**block capitals**) _____

Their address _____

_____ Postcode _____

Daytime contact phone number _____

Your relationship to the person above _____

Which service are you giving feedback about? _____

If known, please give name(s) of any staff spoken to about this matter _____

What are the details of your feedback? _____

For Complaints:

What would you like us to do to put things right? _____

Are you happy for us to make contact with the people concerned to try and sort things out?

YES NO

Your special requirements: If anything makes it difficult for you to use our complaints process, for example if English is not your first language or you have a disability, please tell us how we might help you.

Your signature _____ Date _____

To be signed by the person making the complaint

If you are making a complaint please complete the attached monitoring form and enclose it with this form when you send it to the Complaints Manager.

