

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

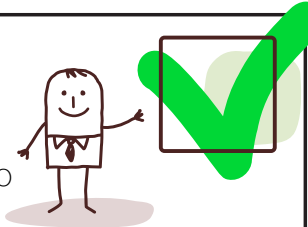
# PossAbilities Compliments & Complaints form

PossAbilities

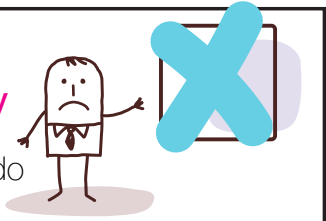
If you need help to complete this form please let us know.  
You can speak to a manager or contact our office by calling  
01706 692181

Use this form if you want to tell us;

Are you  
**pleased**  
with the  
way we do  
things at  
PossAbilities?



Are you  
**unhappy**  
with the  
way we do  
things at  
PossAbilities?



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

We talk about ideas at a range of meetings and listen to each other. If you would like to join a meeting or a group just let us know.

PossAbilities

If you have a complaint 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**.

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

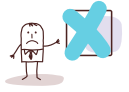


PossAbilities, Cherwell Centre, Cherwell Ave, Heywood, OL10 4SY  
Tel: 01706 692181

**Please tell us what you want to do:**



I want to give a **compliment**:



I want to make a **complaint**:

WHAT DO YOU WANT TO TELL US ABOUT?:

WHO WAS INVOLVED?

WHEN DID IT HAPPEN?:

WHERE DID IT HAPPEN?:

**TELL US HOW YOU WANT TO BE CONTACTED;**

 By Email:

 By Telephone:

 In Writing:

 Face To Face:

DATE:

NAME:

ADDRESS:

POSTCODE:

TELEPHONE:

EMAIL: