PossAbilities

Compliments & Complaints form

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



Are you unhappy with the way we do things at



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



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:

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

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.

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

GREATER MANCHESTER DOING THINGS DIFFERENTLY
WORKING WELL
GMCA GREATER MANCHESTER COMBINED AUTHORITY
European Union European Social Fund
NHS in Greater Manchester