



Thornage Hall Independent Living Policy and Procedure Complaints, Compliments and Comments



A **complaint** is when you tell someone you are not happy about something and want it to change



A **compliment** is when you tell someone what is good or what you like.



A **comment** is when you tell us an idea



We want to learn from your Complaints,
Compliments and Comments so we can give a better
service.



You have the right to make a complaint and you will
be treated fairly.

We will always take your concerns seriously.



This policy will tell you:

How you can tell us



What we will do



How you can tell us



You can tell a member of staff.
This can be any member of staff
you trust.



They may write down what you
tell them.



If you don't want to talk to
someone, you can write it down
on the form at the end of this
policy and give it to someone.



You can also ask your family to
help you.

What we will do

If you tell us a compliment we will tell people what you have said.



If you have made a comment or told us something we could do better, we will use this to improve the service in the future.



What we will do

If you make a complaint



We will listen to you and let you know we have received your complaint.



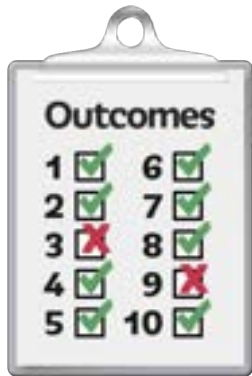
Make sure we understand what the problem is and what you would like to happen.



We will make a plan with you of how we will deal with your complaint



We will tell you how long it will take and keep you informed



We will let you know what the outcome is



We want to deal with issues and concerns as quickly as possible.



We can support you to understand what is happening at each stage.



Thornage Hall Independent Living Tenant and Service User Complaints, Compliments and Comments form.



If you want to write down a complaint, compliment or comment fill out the form on the next pages



You can ask someone to help you. When you have finished, give the form to a member of staff.

Your Name:

Date:

Name of person supporting you fill this form in (if applicable):

How we can get in touch with you:

What do you need to tell us (please tick the box)



A complaint

If you are not happy about something



A compliment

If you are happy about something



A comment:

If you want to tell us something

Thornage Hall Independent Living encourages you to let us know if you have any issues and concerns.



We think all concerns that you raise are important



Telling us your issues can make the service you receive better.

