

You can use this form to send in your comments or make a complaint. Complete the sections below and give it to the receptionist, sealed in the envelope provided. It will be posted, unopened, to the Chief Executive.

Please tell us in which location you have used Swanswell's services.....

I want to:

- i. ask a question**
  - ii. make a suggestion**
  - iii. make an informal complaint**
  - iv. make a formal complaint**
  - v. give a compliment**
  - vi. make a comment on your service**
- (delete as appropriate)

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.....  
.....  
.....

Name: .....

Address: .....

.....

Date: .....

Tel. No: .....

To: Chief Executive, Swanswell  
Suite 5, Hilton House, Corporation Street  
Rugby CV21 2DN



### Feedback on Swanswell services

We would like to know what you think about our services.

Do you have any...

- suggestions?
- complaints?
- concerns?
- questions?
- comments?
- compliments?

If so, please turn over to find out what to do.

**We help people change their lives for the better, so they can feel well, do well and be happy. Please help us by giving us your feedback. We want to improve and with your help, we can.**



We make every effort to meet the reasonable needs and expectations of the people who use our services.

We welcome your views on our services and we promise to take seriously any comments we receive from you.

We want to ensure that the services we provide are of a high standard and are sensitive to your needs.

Whenever possible, we shall use the feedback and suggestions we receive to improve the help we offer.

We welcome...

- Questions:** about the help and services we provide;
- Suggestions:** on any aspect of the work we do and about how to improve our services;
- Complaints:** about our work – we want to know where we can improve. We encourage you to express your concerns or complaint informally, but you may also use the formal procedure if you prefer which is explained overleaf;
- Compliments:** about our work – it's very helpful for staff to know when people are pleased with what they do;
- Comments:** on anything we do, or anything you would like us to do.

If you have a suggestion or comment, please tell a member of staff. Your views will be noted and if you wish, we will write to you within one week telling you about what we intend to do.

If you have a complaint, you can talk directly to your worker who will take your concerns seriously and resolve them if that is possible. Alternatively, you may ask to see a manager (in confidence if necessary) to explain your concerns and ask that if possible the matter be dealt with informally.

If you wish to make a formal complaint or comment on any matter, you can write to the Chief Executive of Swanswell (details on the back of this leaflet) who will instruct a manager to investigate. They will talk directly with you to examine your concern in detail and try to achieve a solution if reasonably possible. You will also receive a letter from the Chief Executive to explain our response.

If you remain unhappy about our response to your concerns, you can ask to talk (in confidence) to one of our trustees who will decide whether any further action is needed.

In most cases, we would hope to resolve complaints within three weeks. If you are still not satisfied after talking with a trustee and wish to appeal, we will put you in touch with the officer of the public body (usually a local authority, health or probation service) responsible for the contract with us so that your concerns can be expressed directly to them. They could, if necessary or appropriate, direct us to provide a solution.