

## Feedback and Complaints



This document is about you having a say about the services you receive.

It is written in a way that is easy to read.



**Feedback** is you saying what you think about something we do.

You can say good or bad things about what we do.



**Complaints** are when you tell us that you are feeling angry or upset with us.



We use the things you tell us to make our services better.

We think it is very important that anybody can have a say.



There are different ways for you to say what you want.

You can tell your feedback or complaints to **any** staff member.



Staff should know how to fix the problem.

We try to fix the problem quickly.



You will not be treated badly if you make a complaint.

We will say sorry to you if you are unhappy with us.



You can get help from somebody else if you think we are not being helpful or doing the right thing.