

## **We're listening – so tell us what you think**

We want to provide the best possible service. Your views are important because they can help us to improve the service we offer to you, your family and friends.

**When things go well** – we would like to hear about it. Please tell a member of staff.

**If you want to make a suggestion** – we want to know. You can make a suggestion directly to a member of staff. Alternatively, you can write to the Chief Executive. You can help us improve the quality of our services by making constructive comments and suggestions. If you would like to give us your name and address, we will acknowledge your suggestion and what we plan to do as a result.

## **When things go wrong – we want to put them right**

We appreciate that everything does not always go to plan. If you are unhappy or dissatisfied with our service, please tell a member of staff. They may be able to sort out the problem straight away.

If you want to take your complaint further you may find it helpful to write your complaint down. Any member of staff will be willing to help you with this. **Please complete this form and return it to the Chief Executive at the address on this leaflet.** We will acknowledge your letter within two working days.

Your complaint will be fully investigated and we aim to provide you with a response to your complaint within twenty working days. If it is not possible to deal with your complaint within this period, we will write to you explaining the reason for the delay.

The sooner you make a complaint the easier it is to investigate and more likely it is the complaint can be resolved.

**All complaints are confidential. The details will only be shared with those people involved in the investigation. However, the lessons we learn from your complaint will be used to improve our services.**

The Occupational Therapist and Chief Executive can be contacted in writing at:

The Independent Living Centre  
St George's Road  
Semington  
Wiltshire  
BA14 6JQ

## Complaint Form

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Date: \_\_\_\_\_

Details of complaint:

Details of complaint continued:

What would you like to happen as a result of this complaint?

**Please note:** if you submit this complaint anonymously, we will investigate it but be unable to respond to you.

# We're listening...

*Information  
about suggestions,  
comments and  
complaints*



INDEPENDENT LIVING CENTRE  
St George's Road,  
Semington  
BA14 6JQ

*Registered Charity No. 1000659*