Comments, Compliments and Complaints

We care about what you think

Your views will help us to plan and improve care services in the future. We welcome your compliments on any aspect of our services you are pleased with. We would like to hear your comments on our services and your suggestions about how they can be improved. We also want to know if you are unhappy about anything and want to make a complaint. Whatever you think, please let us know.

Please complete this form and return to The Manager, The Voluntary Network along with any supporting documents you would like to include, to the address at the bottom of the page.

Your details

Name:

Address:

E-mail address:

Contact number:

It would help us to know which service area your comment, compliment or complaint refers to?

Transport Service	Befriending Service	Other– please state in the space below
☐	☐	_____

Have you contacted us before about this? If yes, please say who you have been speaking to about it.

If you are complaining on behalf of a child or a vulnerable adult please list their name, address, contact details and your relationship to them below.

Address: The Voluntary Network, The Racing Centre, Fred Archer Way, Newmarket CB8 8NT

Phone: 01638 608022 **E-mail:** info@thevoluntarynework.org

Please provide as much detail of your Comment, Compliment or Complaint as you can in the box below. If you require more space please continue on another page.

What action would you like taken?

I confirm that the details provided above are complete and accurate

Yes ☐ No ☐ **Signature** _____