




Continued...



Easy Read

Complaint and Feedback form

 Write your signature:	
 Write today's date:	
If someone helped you with this form, get them to write their name, job title and signature here:	

 Now, give this form to your service Manager.

Head Office & Registered Address:
Ambient Support, Unit 9, Bourne Court, Unity Trading Estate, Southend Road Woodford Green, Essex. IG8 8HD
Telephone: 020 8502 3933
Email: hello@ambient.org.uk
Website: www.ambient.org.uk

Registered and licensed by the Care Quality Commission (Provider ID: 1-102643235). Ambient Support Limited is a Company Limited by Guarantee. Registered in England & Wales. Company Registration number: 07211819. Registered Charity number: 1135353.

Complaints & Feedback Form A5 Easyread | Version 0923



What is a complaint?

A complaint is something that makes you feel unhappy.

You might make a complaint if...

- You feel sad or angry about something
- Something is happening that you are not happy with
- If someone hurts or upsets you



What is Feedback?

Feedback is telling people about the good things that happen.

It is good to let people know when things are going well and you are feeling happy.



How to make a complaint

- Talk to someone
- Send a letter or an email
- Fill out a form
- Draw a picture
- Telephone someone



Who can you tell?

- Talk to a family member or friend
- Talk to a member of staff, the Team Leader or Manager
- Talk to a Quality Checker

Next, the Manager of your home will talk to you. We will always do our best to listen and deal with complaints.

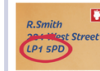


Suggestion / Complaint Form

ambient
Passionate About People



My Name:



My Address:



Phone Number:

The service where I get support:

My service Manager's name:

Write your complaint or feedback here:



Carry on writing on the next page if you need to.