



# Compliments and Complaints Form

This form can be used by Parents, Carers, Staff, Volunteers or any other Centre user. It can be used for any of the following:

- To make an official Complaint about the Centre
- To pass on any compliments about the Centre
- To pass on anything you feel the Centre needs to address to avoid the need for a complaint to be made.
- To recommend something you feel would improve the performance of the centre.

**You may wish to read the compliments and complaints procedure which can be found in the reception area of the centre or online at [www.irelandwoodcc.co.uk](http://www.irelandwoodcc.co.uk).**

What are you using this form for? (please tick as appropriate)	To make a formal complaint		To pass on a compliment		To address an issue of concern		To make a recommendation	
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Your Name		Date	
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Please provide information of the nature of the complaint/compliment/concern or recommendation. Please include any circumstances which are relevant i.e dates, names, observations etc.

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Is there anything you would like the Centre Manager/ Management Committee to do in response to this form?

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Would you like to discuss this matter with the Centre Manager/Management Committee? Yes  No

If yes please give details of how and when you would like to do this

In person at the Centre  On the phone (please provide your number)  .....

Preferred time and date.....

I wish to make a formal complaint and request that my complaint is acknowledged and investigated in accordance with the Centres Compliments and complaints policy

I wish to raise this issue with the Centre Manager and Management committee and request that it is acknowledged in accordance with the Centre's Compliments and complaints policy.

Please make a note of this compliment and pass my feedback on to the staff.

Signed by ..... Date.....

# Compliment and Complaint Response Form



Acknowledgement of complaint/issue sent  date .....

Initial action taken (including timescale, person responsible).....

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Has this action resolved this complaint/issue? Yes  No

Details of any communication with individual making the complaint by the Centre Manager/Management committee			
Date	Type of contact (phone, meeting, letter)	Individuals involved	Points of discussion and outcomes

Final Outcome.....

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Signed by Centre Manager ..... Date.....