

Continued...

Sign your name:

Write today's date:

If someone supported you with this form please ask them to sign here:

Give this form to your Manager

Head Office & Registered Address:

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ambient
Passionate About People

Easy Read

Complaint and feedback form



www.ambient.org.uk



What is a complaint?

A complaint is something that makes you feel unhappy.

You can 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

There could be other things...

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

Speak-up, we want to get things right for you.

What happens next

The Manager of your home will talk to you. We will always do our best to listen and deal with any complaints.



Suggestion / Complaint Form

My Name:	
My Address:	
What is your phone number?	
The service where I get support:	
The Manager of this service:	
The Regional Manager:	

Your complaint or feedback:

Carry on writing over the page if you need to.

