

Confidential

Freepost RLSL-HRLX-LAHU
Complaints Service Manager
Staffordshire County Council
Social Care and Health
PO Box 11
STAFFORD
ST16 2DH

Dampen here and stick down to the opposite page.

Confidential

Comments, compliments and complaints about our services

If you want to tell us something, please either use this form or speak to a member of our staff.

Please tick whether you are making a:

comment compliment complaint suggestion

My name is:

My address and postcode is:

Name and address of service user, if different from above:

Relationship to service user:

My phone number is:

Email:

If you have already spoken to someone in our department, please write their name and office address below.

Use this space for your comment, compliment or complaint.

What would you like to see done as a result of your feedback?

I would like you to respond by:

Letter Email Phone No reply

Please tick

Please sign and date below.

Your signature:..... Date:

(if acting on behalf of a service user)

Service User signature:.....

By signing this form you are giving consent for the above named to act on your behalf. You are also agreeing for us to share this information with any partner organisations involved in the care arrangements.

Compliments and Complaints Monitoring Form

Please note – Filling in this part is optional. We will use it only to produce monitoring information to help us to improve our services and to help ensure that they are inclusive and accessible.

The information you provide will be stored manually and electronically.

Ethnic Group

I would describe myself as:

White

WHB White British
WHG Gypsy Roma
WHI White Irish
WHO Any other Mixed Race Background (Specify)

WHV Traveller Irish Heritage

Mixed

MWA White & Asian
MWB White & Black African
MWC White & Black Caribbean
OMB Any other Mixed background (Specify)

Black or Black British

BLA Black African
BC Black Caribbean
BLO Any other Black background (Specify)

Asian

BNG Bangladeshi
CHN Chinese
IND Indian
OMO Any other Asian background (Specify)

PKS Pakistani
OEG Other Ethnic Group

Male Female

Age 0 – 16 17–24 25–34 35 – 44 45 – 54
55 – 64 65 +

Disability

Do you consider that you have a disability? Yes No

Please specify: