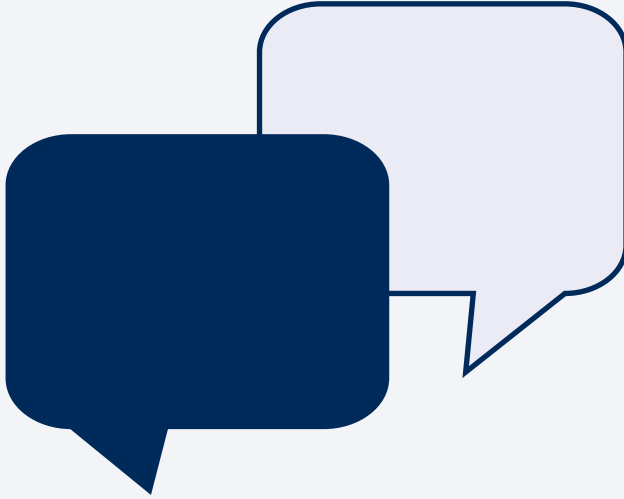


The Wilberforce Trust



**Making your voice heard
compliments and complaints**

Guide & Form

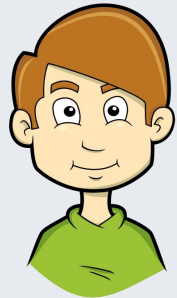
YORSIGHT



Compliments

If you would like to tell us something good about the services you can use the form in this booklet. Compliments could include things such as:

- **Activities you have enjoyed**
- **Exceptional support from a member of staff**
- **Ask someone to help you if you want help to fill in the form**



Maybe you want to talk about...

- the people who help you...



- the places you go...



- The things you do...



Complaints

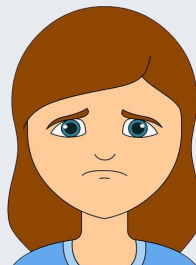
We try to provide the best possible service at all times, but we don't always get it right. When this happens, we want to know about it

Any complaints are treated seriously, and dealt with in a timely manner.

If you're unhappy with us...



- **Tell us what's wrong....**
- **and we'll listen to you**
- **it's ok to say what you don't like...**
- **we will try to make it right**



Who to talk to....

If you are unhappy about a situation or events that have taken place there are several people you can turn to.

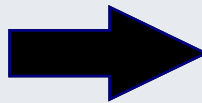
- **tell the people who support you**
- **If you don't want to talk to them
tell a group leader or manager at
Wilberforce House**
- **Use the form at the end of this
booklet to report any issues**

want to complain - Form

What's your name?
.....
.....

Where do you live?
.....
.....

Who helps you?
.....
.....



Contact us



01904 760037



enquiry@wilberforcetrust.org.uk



Wilberforce Trust,

**Wilberforce House,
49 North Moor Road,**

**Huntington,
York, YO32 9QN**

Feedback Form

1. What's your name?

.....

2. Where do you live?

.....

.....

.....

3. How do you want to be contacted?

Telephone:

Email:

Post:

.....

.....

.....

Do not contact me



4. What would you like to tell us?

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

5. Today's date

...../...../.....