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## Where can I get more information?

*The following documents are available on the Cheshire Ireland website [www.cheshire.ie](http://www.cheshire.ie) and in your service*

- *Complaints Management Policy*
- *Complaints Management Procedures*
- *Complaint and Feedback form*
- *Supporting Advocacy In Cheshire Services*
- *Adult Protection Framework*
- *Adult Protection Policy*
- *Abuse Reporting and Investigation Procedures*
- *Confidentiality Policy*

*Supporting People*  
*one person at a time...*

# Complaint and Feedback Form

**Your Complaints &  
Feedback are Welcome**



# Complaint and Feedback Form

If you have a complaint about any aspect of a Cheshire Service or you want to provide some feedback, then please complete this form.

**Name:** \_\_\_\_\_

**Contact Address:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Date of experience giving rise to complaint / feedback:** \_\_\_\_\_

**Complaint / Feedback reported to:** \_\_\_\_\_

**Are you a:**

Person receiving a service  Family Member  Advocate

Staff Member  Other \_\_\_\_\_

**Please outline a brief description of your complaint / feedback:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**To be completed by Cheshire Ireland staff member only**

Received by: \_\_\_\_\_ Date Received: \_\_\_\_\_

Received from: \_\_\_\_\_ Verbal  Written

**Category of Complaint:**

- Service Delivery  Accommodation/Food  Privacy  Choice  Adult Protection
- Hygiene/Cleanliness  Financial  Rights  Personal Safety/Injury  Staff Attitude/Manner
- Facilities/Physical Environment  Communication  Other \_\_\_\_\_

**Initial Action Taken:** \_\_\_\_\_

\_\_\_\_\_