

Please record your comments, suggestions or complaints below. (Please provide full details, including dates and names of staff if appropriate).

You don't have to give us your name and address if you don't want to. If you don't, please bear in mind that we won't be able to respond to you in person, although your comments will still be considered.

Name:

Address:

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Telephone number:

E-mail:

Your comments:

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Your opinion is important to us...

...are you happy with our service?

comments • suggestions • complaints

We hope that most of the time we get it right, and we want to know more about the service you are happy with. We welcome your comments on the quality of our service and your suggestions on how we can improve it, please complete this form to give us your opinions.



How to make comments, suggestions or complaints, and what happens when you do.

...and don't worry about making a complaint, we want to know when things go wrong!

How to make a comment, suggestion or complaint

- You can do this in whatever way you prefer - writing, by e-mail, by phone or in person. You can also use the form on the back of this leaflet. We can help you to fill out the form.
- Afterwards, place the form in the envelope provided, and pop it in the post to us or hand to a member of staff.
- If you are making a complaint, you will receive a letter from us within two days, and a full written reply to your complaint within seven working days.

What happens when you make a complaint

- If unresolved locally the local area manager will pass your complaint to the Head of Quality, Contracts and Adult Services.
- The Head of Quality, Contracts and Adult Services will contact you and try to resolve your complaint within seven working days.
- If your complaint cannot be sorted out in a way that you are happy with, then the Chief Executive and the Board of Directors of Careers South West Ltd will be informed by us. They will contact you, again within seven working days, to try to sort out your complaint.
- We hope that we can resolve your complaint at this stage, but if we cannot, then it will go to an appeals panel.

The appeals panel

- An appeals panel will be held with the Board of Directors.
- The panel members include a Board member, a member of senior management who has not been involved in the complaint so far and an independent person (outside of the Partnership) with relevant expertise in relation to the complaint.
- The panel will meet within seven working days of the complaint being referred by the Chief Executive.

Thank you for completing this form

Please place it in the envelope provided and pop it in the post to us, or hand in to a member of staff.

Your comments, suggestions and complaints will be handled in the way described in this leaflet.

Careers South West Ltd complies with the Data Protection Act. The information provided should be regarded as falling within the terms of current legislation and the rights of the individual will be upheld.

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