



Compliments, Complaints and Suggestions

We want you to let us know how you feel about life here.

You can use this form to compliment us on our service, make a suggestion about how we could improve or make a complaint.

About you

Your name: _____

Address: _____

Postcode: _____

Daytime phone number: _____ Mobile number: _____

Email address: _____

Preferred method of communication (please tick)

Phone

Email

Letter

Please also complete this section if you are making a complaint

Have you already spoken to us about this?

Yes No

If yes, who did you speak to?

When did you speak to this person?

What did they do?

Remember:

You can make a complaint or comment on our services to any member of staff. At any stage of a complaint, you should expect personal contact from an investigating staff member.

Thank you for your feedback

You can return this form by handing it to a member of staff or posting it to any of our services or posting it to:

Freepost RRUU-XSJY-BZZL
Rapport Housing & Care Head Office
The Old Wharf,
Station Road,
Cuxton, Kent,
ME2 1AB

