

Compliments, Comments & Suggestions Form

We set high standards for all the services we offer and our aim is to meet those standards all of the time. We don't always get it right and when we don't we want you to tell us. By listening to your comments and suggestions, we can work together to ensure high standards of service. If you wish to email your comment or suggestion please submit the form below.

We also welcome compliments when you have been really pleased with a service received and/or a member of our staff, volunteers or Trustees has gone out of their way to make a difference.

If you have a complaint about us then please see our separate **'Making a Complaint' Policy and Procedure**. Anybody who wishes to make a formal complaint can do so either in writing by letter or by requesting, or accessing on our website (www.ageuk.org.uk/lindsey) a copy of the **'Making a Complaint'** form or by requesting the form in writing from our Head Office at **Age UK Lindsey, The Old School House, Manor House Street Horncastle. LN9 5HF**

The form should be completed, signed and posted to our Head Office, marked for the attention of the Chief Executive Officer or completed and attached to an e-mail to info@ageuklindsey.co.uk

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| Person receiving the compliment, comment or suggestion: |
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|-----------------------|
| Date received: |
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Details of Person or Persons making the Compliment, Comment or Suggestion;

Title: _____

First name: _____

Last name: _____

Email: _____

Contact number: _____

Address: _____

- Male
 Female

Do you want to make a

- Compliment
- Comment
- Suggestion

What is your compliment, comment or suggestion?

Have you brought this to our attention before?

- Yes
- No

If so, who did you speak to? _____

Would you like feedback on your compliment, comment or suggestion?

- Yes
- No

If so, how would you prefer to be contacted?

- Email
- Telephone
- Letter