

## **Compliments, Comments and Complaints Form**

Your name: Date:
What do you want to do? (please tick)
Make a compliment? $\ \square$ Make a comment? $\ \square$ Make a complaint?* $\ \square$
*Please note, this form should only to be used if you are unhappy with the outcome of a complaint that has already been considered at stage 1 of our Complaints Procedure— please see our Compliments, Comments & Complaints Policy for more details.
Details of compliment/comment/complaint:

What would you like us to do?
If making a compliment or comment, may we use your words in our promotional media to let others know how proud we are of BTBS housing and support? (please tick)
Yes □ No □
If yes, would you prefer to remain anonymous? Yes $\Box$ No $\Box$
Your signature:
Your Contact Details:
Email:
Telephone:
Address:
Preferred method of correspondence:

Thank you for your feedback.

We aim to provide a full response within 20 working days, but will let you know if we need more time to investigate. Stage Two Complaints will be handled by our Grants and Housing Committee and its decision shall be final.