



## TEESDALE DAY CLUBS

"Adding Some Sparkle to our Local Communities"

### Number F10-1 Issue 01

#### **Feedback and Complaints Form**

Feedback of both a positive and negative nature is always welcomed. It is through honest feedback that we can improve the services that we provide, and avoid distress or discomfort for the people we help and support.

Please use this form to tell us about the feedback that you have, including any complaint about your lunch club, a member of staff or a volunteer.

<b>Your name (or Complainant)</b>	
<b>Your contact details you wish us to use</b> (phone/email/address)	
<b>How are you involved with Teesdale Day Clubs?</b> (e.g., member of a lunch club, a volunteer, visitor to a lunch club or other)	
<b>Please tell us the nature of your feedback or complaint in your own words. Please give as much information as possible. Make sure you tell us:</b> <ul style="list-style-type: none"><li>• Which service your complaint relates to (e.g., a lunch club)</li><li>• Who your complaint relates to (a visitor at a club, a member of our team, the venue, another member, or something else)</li><li>• What happened or why you are making a complaint</li><li>• The impact the incident or issue had on you (negative or positive)</li></ul> <b><i>Please use an additional sheet if necessary</i></b>	



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<b>Office use only</b>		
<b>Date received</b>		
<b>Action taken / investigation</b>		
<b>Follow-up actions and feedback to complainant</b>		
<i>Please attached any detailed reports or letters if appropriate</i>		
<b>Name/signature of staff/trustee dealing with complaint</b>		
<b>Date of resolution/completion</b>		