



For your reply

Name:

Address:

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Postcode:

Telephone contact:

Services used:

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Comments:

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If you would like your issue to be treated as a formal complaint,

please tick the box

Services in Somerset

- Information and Advice
- One to One Support
- Peer Support
- Social Activity Groups

Let us know

A guide to comments, compliments and complaints

By listening, acting and improving, we want to put you at the centre of all we do

We believe that the best way of improving our services is listening to the people who use them.

Therefore, we welcome comments, suggestions and complaints.

Our constant aim is to provide the best service at all times.

Compliments and Comments

- Please tell us if you are pleased with a service or a member of staff or volunteer who has helped you.
- Please comment upon any of our services or suggest where we can improve.

Use the form on the back of this leaflet to tell us.

How can I complain?

- If you are not satisfied with our service, please let us know.
- We aim to acknowledge your complaint within 2 working days.
- We will tell you the name and telephone number of the person looking into the complaint.
- We will respond to your complaint within 15 working days.
- If we cannot give a complete answer, we will tell you what we are doing to investigate your complaint and how long it will take.

Please send your completed form or any other communication to the address below:

Lorna Robertson
South West Area Manager

Alzheimer's Society
Suite A
Verona House
Filwood Road
Fishponds
Bristol
BS16 3RY

Tel: 07889 604 358