

Tell us what you think

What would you like us to do?

Please continue on a separate sheet if needed

Now send this to

The Company Secretary
St Anne's Community Services
6 St. Mark's Avenue
Leeds
LS2 9BN

Or instead you can email:

compliments@st-annes.org.uk
suggestions@st-annes.org.uk
complaints@st-annes.org.uk

St Anne's Community Services is a Registered Charity, number 502224 and a Housing Association registered with the Tenant Services Authority number H3158

Tell Us What You Think



Compliments Complaints Suggestions

Would you like to comment about any aspect of St Anne's service?

Then this leaflet is for you



We want to know

It is St Anne's aim to provide high quality services for every person we support.

To enable us to provide the best possible services, we need to know how you feel about how we do our work.

Are you happy with what St Anne's does?

We are always delighted to hear about the things you like. This helps us identify those areas where we are really performing well and learn from that. It also means we can pass this on to the staff concerned.

Got an idea about how we could do things better?

You might think we do a good job but could do it even better or that we could be doing something we haven't thought of. We welcome all your suggestions for improvements to current services.

Concerned about anything St Anne's does?

When we get something wrong we need to know so we can put it right. If you are unhappy about any aspect of any service we provide we want to know about your concerns.

Tell us what you think

Please complete and return this form if you wish to make a complaint, make a suggestion or pay us a compliment.

Name _____

Address _____

Tel No _____ Mobile No _____

Email address _____

Signed _____ Date ___ / ___ / ___

I am making a compliment suggestion complaint

My compliment / suggestion / complaint is:



Please continue on a separate sheet

More information

For further information about any aspect of St Anne's Services, please contact our Head Office:

St Anne's Community Services
6 St. Mark's Avenue
Leeds
LS2 9BN

Or Phone: 0113 243 5151

Or Fax: 0113 245 1526

Or email: info@st-annes.org.uk

Or visit our website at: www.st-annes.org.uk

Or you could make an appointment to visit us at our local office which is:

Label with address
phone and email
address goes here

If you are concerned

How to tell us about any concerns

You could talk to a member of our staff, They will try to sort out your concerns with you.

If you do not want to do this, or you have done so and are still not satisfied, talk to the manager of the service.

If you would like assistance or someone else to speak to us on your behalf, then there are a number of people who could help you. For example

- The local Citizens Advice Bureau,
- Housing advice centres
- Local Carers' groups

We will be happy to provide you with details.

Continued overleaf

Still Concerned?

If you are still unhappy, then complete the form at the back of this leaflet and send it to :

The Company Secretary at
St. Anne's Community Services,
6 St. Mark's Avenue,
Leeds LS2 9BN

Or Phone: 0113 243 5151

Or email complaints@st-annes.org.uk

What we will do

If you complain, St. Anne's will:-

- Let you know we have received your complaint within 2 working days of its arrival at St. Anne's.
- Investigate your complaint straight away.
- Inform you of the result of our investigation as quickly as possible, and always within 28 working days (four weeks) of your complaint.
- Always give you a full explanation for our decision.
- Carry out any actions we have promised

If you are not satisfied by the result of your complaint then we will give you advice on where to go to for further help.

Further Help

St Anne's Community Services provides services under contract to statutory bodies, including Health Authorities and Local Authority Social Services Departments. Many of our services are therefore monitored by these bodies. (See your local telephone directory or web sites for contact details).

St Anne's is a Company Limited by Guarantee, a Registered Social Landlord and a Registered Charity.

We are therefore regulated by Companies House (www.companieshouse.gov.uk), the Tenants Services Authority (www.tenantservicesauthority.org) and the Charity Commission (www.charity-commission.gov.uk).

St Anne's registered care services are inspected by the Care Quality Commission (www.cqc.org.uk).

Should you remain concerned following our formal response to any issue you have raised, any of the bodies above may be contacted to further your complaint.