

## Things you need to know about the Complaints Procedure

- It is open to anyone for whom we provide a service, and their carers.
- You may be able to arrange for someone to help you complain. Contact us to find out more.
- You can have an interpreter if English is not your first language.
- We have to put limitations to the complaints procedure.
- The complaints procedure may not be the best way to express your dissatisfaction. We can advise you on the most appropriate action.
- There are time limits. You must contact us within 3 months.

### Do you need this information in a different format?

We can arrange large print, Braille, audio tape, computer disk or languages other than English. Contact us on 029 20621194

Name .....

Address.....

.....Postcode: .....

Telephone: .....Mobile: .....



**Please return to:**  
**The Senior Management Team**  
**Vision 21 Cyfle Cymru**  
**Units 10 – 12 Fieldway, Heath**  
**Cardiff CF14 4HY**



### Data Protection

Any personal information that you have supplied is confidential and will be held by Vision 21 Cyfle Cymru in accordance with the Data Protection Act 1998.

**Thank you for taking the time to let us know what you think**



[www.v21.org.uk](http://www.v21.org.uk)



## YOUR EXPERIENCE COUNTS:

### Tell us what you think

What is your experience of Vision 21 Cyfle Cymru?  
We need to know to be able to improve our services



### Good or Bad we need to know

It is important to learn from our successes and where we could do better and we need your help to do that.

### What do you think about our services?

You could make a difference. Contact us:  
Use the form in this leaflet send it to:

**The Senior Management Team**  
**Vision 21 Cyfle Cymru**  
**Units 10 – 12 Fieldway, Heath**  
**Cardiff CF14 4HY**

**Maybe you will want to contact us in the future**  
Simply keep this leaflet safe for future use.

## Compliment

If you feel we have provided a high quality service we need to know.

We can learn from what you tell us and use the information when we plan other services.

You may like to know that we tell staff, volunteers and students about the compliments we receive. It helps to talk about our successes.

Have we got it right? Please let us know.

## Comment

If you have a suggestion about how we may improve our services to you or other people please let us know.

## Complaint

If you are dissatisfied with the service that is provided to you or to someone you care for we need to know so we can put things right.

We will acknowledge your complaint in three working days. A manager will talk with you about your concerns. Together we will agree a plan about how it will be looked into, by whom and by when.

If you are still not satisfied you should let us know so we can talk with you about other possible options.

We keep a record of all compliments, comments and complaints which is seen by Members of the Management Committee.

It includes information about changes we have made as a result of feedback.

[www.v21.org.uk](http://www.v21.org.uk)

I want to make a:

A compliment  A comment  A complaint

Please tell us about your compliment, comment or complaint:



(continue on a separate sheet if necessary)