



Complaints, Compliments and Comments Form



New Directions values your opinions about our services whether they are good or bad. We want to listen to your views so that we can make our services better.



If you are unhappy about a situation, incident or service, please speak to a member of staff who will try to resolve your complaint to your satisfaction within 1 working day.



If we cannot resolve your verbal complaint in 1 working day the Registered Care Manager will write to you to tell you what we will do. We aim to reply to complaints in writing within 5 working days. We will look into your complaint and tell you the results usually within 28 working days. If this cannot be done, we will let you know. We can follow up your complaint by email, telephone or letter.



If you have a complaint, compliment or comment please complete this form.



Your name:

Address:

Telephone:



Your complaint, compliment or comment:



Signature:

Date:



Please send your complaint, compliment or comment to:



The Registered Care Manager

New Directions
27 Bilton Road
RUGBY CV22 7AN



Doreen Woodward (Chief Executive)

New Directions
27 Bilton Road
RUGBY CV22 7AN

dwoodward.ceo@newdirectionsrugby.org.uk



Wendy Back (Chair of the Board of Trustees)

New Directions
27 Bilton Road
RUGBY CV22 7AN

You can also contact:



Warwickshire County Council Customer Relations Team

PO Box 9, Shire Hall
WARWICK CV34 4RL



01926 414102



customerrelations@warwickshire.gov.uk



The Local Government Ombudsman

PO Box 4771
COVENTRY CV4 0EH



0300 061 0614



<http://www.lgo.org.uk/> to complete an online complaint form.



The Care Quality Commission

Citygate
Gallowgate
NEWCASTLE UPON TYNE NE1 4PA



03000 616161



enquiries@cqc.org.uk