

Complaint Form

I am unhappy with



Tick the boxes



People



Transport



Food



Our House

Home



Day
Opportunities



Work



Can you tell us more about your complaint?
(If you are a non-English speaker, please write your
complaint in your own language)

[Large empty dashed box for a drawing or message]



Your name.....



Your address.....

.....



Your phone number.....



We welcome your feedback





**Please send your complaint to:
(Stage 1)**

The Registered Manager

New Directions
27 Bilton Road
RUGBY CV22 7AN



(Stage 2)

Paul Tolley (Chief Executive)

New Directions
27 Bilton Road
RUGBY CV22 7AN

ptolley@newdirectionsrugby.org.uk



(Stage 3)

**Adrian Canole-Parola
(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