

About you

Name:

Address:

Tel:

Email:

Are you:

Male Female Prefer not to say

What age group do you fit into?

- 24 and under
- 25 – 34
- 35 – 44
- 45 – 54
- 55 – 64
- 65 and over

What is your ethnic background (please circle as appropriate)?

Asian – Bangladeshi / Indian / Pakistani / Other

Black – African / Caribbean / Other

Chinese – Chinese / Other

Mixed (please state) _____

White – British / Other

Prefer not to say

Do you consider yourself to have a disability?

Yes No Prefer not to say

Please note your information will ONLY be used internally for equality and diversity monitoring. Your details will not be passed on to third parties.

Return by post or hand in at reception

Get in touch

Get in touch using one of the methods below, providing as much information as possible. Your comment(s) will be passed to the relevant person / department.

Submit a form online at www.seashelltrust.org.uk under 'contact' or:

- By completing this form (hand in at reception or return by post)
- By email info@seashelltrust.org.uk
- By phone
0161 610 0100
- By fax
0161 610 0101
- By post
Seashell Trust
Feedback
Stanley Road
Cheadle Hulme
Cheshire
SK8 6RQ

Our promise to you

- We will use your feedback to help us improve our services
- Complaints will be dealt with efficiently and in confidence
- We aim to settle complaints quickly and informally either by putting matters right or by giving you an explanation
- We will tell you what we are doing to put things right

This form is available in several alternative formats (for example, large print, audio, Braille or a different language). If you require assistance completing the form, we would be happy to help - please get in touch.

Tell us what you think

Making a Comment, Compliment or Complaint


**Seashell
Trust**
Communication for Life

Positive, negative or indifferent, your feedback will be taken seriously and we will use it to help improve the services we provide.

 **Driving for
Better Business**

 **INVESTORS
IN PEOPLE**

Registered Charity Number: 1092655
Company Limited by Guarantee Number: 4216714
Registered in England and Wales



Comments and Compliments

We welcome and value all comments and compliments you have about the Seashell Trust. Please share them with us so we know what we are doing right and what we need to improve on.

Comments about the service will be passed on to the relevant party to see if it can help us improve things. Compliments received will be passed onto the person / people concerned and we will look to see if there is anything we can learn from it.

We acknowledge all comments and compliments either verbally, via email or via written response, provided contact details are available

Complaints

If you would like to make a complaint about the Seashell Trust please include as much detail as possible. We take complaints very seriously and we are committed to dealing with them as fairly and efficiently as possible.

Give us feedback about

- The quality of service
- Something we have done
- Something we haven't done
- Provision available
- The environment
- Your experience
- Anything else

How to make a Complaint

Stage 1 - Your complaint will be passed directly to the person who is best placed to deal with it, and is responsible for providing the service. Our aim is to resolve most complaints at this stage.

Stage 2 - If you are unhappy with the outcome of stage one, contact us to take the matter further. Your complaint and responses will be forwarded to the Departmental Manager who will carry out an investigation and contact you with a response.

Stage 3 - If the outcome of stage two is not satisfactory our Chief Executive, who has overall responsibility for all complaints, will review your complaint and the way it has been dealt with on your behalf. You will receive updates and responses throughout this process.

Further Steps

If you remain dissatisfied following the first 3 steps, your complaint will be forwarded to the Chair of the Board of Directors.

You may also contact the appropriate regulatory body:

Care **Quality Commission**

CQC National Correspondence
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Tel: 0300 061 6161
Fax: 0300 061 6171
Email: enquiries@cqc.org.uk
For more information visit:
www.cqc.org.uk

Charity Commission

Charity Commission Direct
PO Box 1227
Liverpool
L69 3UG

Tel: 0845 300 0218
Text: 0845 300 0219
Email using online form at:
www.charitycommission.gov.uk

Ofsted

Piccadilly Gate
Store Street
Manchester
enquiries@ofsted.gov.uk
M1 2WD

Tel: 0300 123 4666
Text: 60085
Email:
Email using online form at:
www.ofsted.gov.uk

You can also contact the Office of the Children's Commissioner,
Sanctuary Buildings, 20 Great Smith Street, London, SW1P 3BT33
Tel: 020 7783 8330, FREEPHONE: 0800528 0731
Email: info.request@childrenscommissioner.gsi.gov.uk
www.childrenscommissioner.gov.uk or

Stockport Quality Team: 0161 217 6019 ;
asc.qualityteam@stockport.gov.uk

In the case of a Health and Safety complaint you can contact the Health and Safety Executive:

Comment Compliment Complaint

Tick the relevant box and include details below

Date:

Which service are you contacting us about?

Please give as much detail as possible, attaching extra sheets if necessary.

Please complete your details over the page.

For internal use only

On receipt, submit to CEO's office immediately