

Feedback Form

Your feedback is important to us and helps us to provide the best service we can. We are always keen to hear about your experience with Baptcare Affordable Housing and welcome your compliments, complaints and suggestions. If you don't want to write your comments, please let a staff member know what you think.

Feedback type

This is a:	<input type="radio"/> Compliment	<input type="radio"/> Complaint	<input type="radio"/> Comment
I am a:	<input type="radio"/> Tenant	<input type="radio"/> Family member	<input type="radio"/> Representative/Advocate
	<input type="radio"/> Carer	<input type="radio"/> Staff / Volunteer	<input type="radio"/> Neighbour

Please tell us your feedback

Where did this happen? _____

Brief summary of details: _____

Have you spoken to a staff member about this? Yes No

If yes who (please provide name): _____

Your details

Name: _____ Phone: _____

Address: _____ Email: _____

Your name is important for us to discuss the feedback you have raised. **However you may wish to remain anonymous.**

Name of person involved (if different to yourself): _____

Thank you for taking the time to provide feedback about our service. Please return the completed form to your local Baptcare Affordable Housing office, or hand to a staff member. What will happen next: If your comment is a complaint, Baptcare Affordable Housing will contact you to acknowledge your issue within 5 days and do our best to resolve it within a week. Complex matters may take longer but we will keep in touch and let you know our progress.

Baptcare Affordable Housing respects and endorses individuals' rights to privacy and is committed to protecting the privacy and confidentiality of your information.