

**Please complete this form and return to:**

Claire Knight  
PA to Operations Team  
Sussex Oakleaf  
Norris House  
Burrell Road  
Haywards Heath  
RH16 1TW

**Contact Details**

Funders and Monitoring Officers can also contact:

**West Sussex PCT**

Tel: 01903 708400

**East Sussex PCT Patient Advice liaison service**

Tel: 0300 1000 891

**Supported Housing and Housing Support services**

**West Sussex Supporting people**

Young Persons Service

Tel: 0800 137126

**Adult services**

Tel: 01243 752164

**West Sussex Social Care: Registered Care**

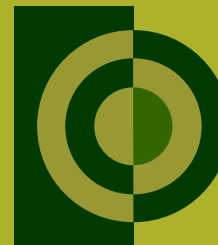
Tel: 01243 642555



## Complaints, Comments, Compliments and Feedback



Sussex Oakleaf responds promptly and fully to all complaints and suggestions, and views this as a positive tool to improve service provisions



## Feedback

Positive and Negative criticism is very useful to assess the quality of our services and can lead to making positive changes.

## Complaints

Service staff receive and respond to queries and complaints on a day to day basis, and are often able to informally and quickly find a solution.

Formal complaints should be sent to the Service Manager in writing, this can be done by either writing to the manager yourself or talking to a staff member who will ask you to complete a complaints form.

The Service Manager will talk to the people involved in the complaint and decide on what action needs to be taken (if any).

If the person making the complaint is not satisfied with the outcome, they can appeal to the Director of Operations if they wish. The Director of Operations will then look into the complaint and respond.

## Comments, Compliments and Feedback

All comments, compliments and feedback are welcomed to improve the services we provide, these can be made anonymously if wanted. If you require an advocacy service to support you to do this please contact;

Complaints Advocacy Service (ICAS)  
Ground Floor, 7 Vale Avenue,  
Tunbridge Wells, Kent, TN1 1DJ

Tel: 0845 6008616 or 01892 540490

Email: [tunbridgew.icas@seap.org.uk](mailto:tunbridgew.icas@seap.org.uk)

## Comments, Compliments and Feedback Form

Your Name (optional):

Your Address:

Please tick one of the following:

Comment

Feedback

Compliment

Please write your comments, compliments or feedback below: