



PARES

Complaint Form

All information will be treated confidentially

Our commitment to you

At People Matter every service user is important to us, and we believe you have the right to a fair, swift and polite service at all times.

If you have a complaint about our service we promise to deal with it, quickly and fairly.

If you have to make a complaint

1. We will acknowledge your complaint within 2 working days.
2. We will look into your complaint and try to send a reply to you within 4 weeks of receiving your complaint.
3. If we haven't managed to finish investigating your complaint within 4 weeks, we will write to you with an update and let you know how much longer the investigation will take.

You can either drop off your completed form in the ILC Survey box or send it to:

PARES Coordinator, People Matter IW

1 and 2 Bernard Way, Newport, Isle of Wight, PO30 5YL

Please write down the details of your complaint.

Name:

Address:

If you need more space please continue on a separate sheet.

If you are not satisfied with the way you are treated by People Matter IW and PARES please contact the Local Government Ombudsman on 0300 061 0614 or visit www.lgo.org.uk or the Care Quality Commission on www.cqc.org.uk