

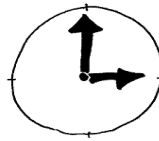


**PARES - Easier to read Complaint Form**



*We will reply to your complaint*

***In 2 Days***

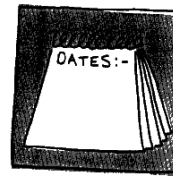


*We will reply within 4 weeks*

***by***



***set***



*If it will take longer, we will*



***Write to you***



**Please write down the details of your complaint:**

**If you need help, ask?**





**Please 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**

**All information will be treated  
Confidentially**

If you are not satisfied with the way you were treated  
People Matter IW and PARES please contact

**The Local Government Ombudsman on**



**0300 061 0614**

or visit



[www.lgo.org.uk](http://www.lgo.org.uk)

or the Care Quality Commission at [www.cqc.org.uk](http://www.cqc.org.uk)