

## Feedback Form

### Please tick:

Comment ☐ Compliment ☐ Complaint ☐

### About You:

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

### We need to know:

- The name of the person(s) involved and their relationship to you
- What happened?
- Where did it happen?
- When did it happen?

Brief details: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please continue on another sheet if required.

## Where to send your

### Comments, Compliments and Complaints

## Headway Essex

Governance Manager  
The Headway Centre  
2 Boxted Road  
Colchester  
Essex  
CO4 5JD  
Tel: 01206 845945  
Email: [admin@headwayessex.org.uk](mailto:admin@headwayessex.org.uk)



Registered Charity Number: 1008807 Patron: David Tennant  
Company Limited by Guarantee Registered in  
England & Wales No. 2674755  
Registered Office: The Headway Centre, 2 Boxted Road,  
Mile End, Colchester, Essex CO4 5JD  
Affiliated to Headway - The Brain Injury Association

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## Donate to Headway Essex

To donate £5 to Headway Essex text:

**HEAD12 £5** to **70070**

or visit

**[www.headwayessex.org.uk](http://www.headwayessex.org.uk)**



# Headway Essex

Improving Life After Brain Injury

## Comments, Compliments & Complaints



**Piecing lives back together**



Headway Essex is committed to providing a high quality service and welcomes your comments, compliments and complaints about any of the services we provide.

All feedback is looked upon as an opportunity to learn, adapt, improve and provide better services.

### Comments

We value your comments, suggestions and ideas on ways we can continue to improve the services we offer. We are also interested in any personal stories or experiences that you would like to share with others.

### Compliments

It's always nice to hear when we get things right and we use your compliments to help promote good practice throughout our services.

### Complaints

Headway Essex believes that failure to listen to or acknowledge concerns or complaints might lead to aggravation of problems and service user dissatisfaction.

Most concerns or complaints if dealt with early, openly and honestly, can be resolved to the satisfaction of all involved.

If you would like to make a comment, compliment or complaint you may either complete the attached form, telephone or email us with the details.

### Our Commitment To You

We work hard to get things right, but sometimes things go wrong and if you are not happy with the level of service you have received and wish to register a complaint, we have a robust procedure which means your complaint will be handled efficiently.

We will not only try to put things right – we will also learn from the experience.



### Complaints Procedure

A verbal or written complaint should be made in the first instance to the Chief Executive Officer or senior member of staff, who will then follow the laid down complaints procedure.

#### Informal Stage:

The Chief Executive Officer or senior member of staff will seek to satisfy any complaint by clarification of the issues involved. It is hoped that the majority of complaints will be resolved by this informal process.

If the complainant is not satisfied with the result at the end of the informal stage, a written statement will be completed by the Chief Executive Officer.

#### Formal Stage:

Three trustees will be responsible for the complaints procedure from the formal stage onwards. One of these trustees will investigate all circumstances leading to the complaint and prepare a report for consideration by them, within 14 days of a written statement.

#### Appeal:

If you are dissatisfied with the results of the enquiry, you have the right to appeal within two months of receiving the conclusion of the investigation.

A copy of the full complaints procedure is available upon request.