

**Calderdale Health and Social Care, Complaints and Compliments Unit,
Freepost HX2 770, 1 Park Road, Halifax HX1 2BR Telephone: 01422 393882**

COMPLAINTS PROCEDURE QUESTIONNAIRE

Please complete the questionnaire to let us know your views about how your complaint was dealt with. This will help us to check that the Complaints Procedure is working as well as it should, and to make any changes if necessary. May I assure you that any information you provide will be treated in confidence and will only be used to monitor Social Care Services. You can either e mail your completed form to me at social.services@complaints.co.uk or print and post to: Calderdale Health and Social Care, Complaints and Compliments Unit, Freepost HX2 770, 1 Park Road, Halifax HX1 2BR. Thank you.

Your Name:

Your Address:

Adult complaint

Children and Young People's Services complaint

1. How easy did you find it to complain?

Very easy

Quite easy

Very difficult

Quite difficult

Your comments:

2. How satisfied were you with the time taken to respond to your complaint?

Very satisfied

Quite satisfied

Very dissatisfied

Quite dissatisfied

Your comments:

3. How satisfied are you with the outcome of the complaint?

Very satisfied

Quite satisfied

Very dissatisfied

Quite dissatisfied

Your comments:

4. If you found it difficult to complain, please say why.

Unsure how to complain

Unsure who to complain to

Unsure it would do any good

Staff not very helpful

Thought service would be withdrawn if I complained

Worried about reprisals from workers if I complained

Your comments: