Whether you want to tell us what we are doing well or where we need to improve, we want to hear from you. You can use this form:

* To tell us what we have got right
* To share your ideas and make a suggestion
* To make an official complaint so that we can investigate what went wrong and put things right

**A note about complaints**: If you would like to make a complaint, please speak to a member of your local Mayday Team first. If you are not able to find a solution together please continue to use this form.

Compliments and comments can be sent directly to Mayday without the need to speak to your local team first – although they would always appreciate hearing from you.

You can ask a member of Mayday staff, a friend/family member or an advocate to help you complete and return this form. We will respond to you within 10 workings days.

|  |  |  |  |
| --- | --- | --- | --- |
| **Your Name:** |  | **Today’s Date:** |  |

**How would you like to be contacted?** Please complete one or more of the options:

|  |  |
| --- | --- |
| **Email** |  |
| **Telephone** |  |
| **Post** |  |

If you are completing this form on behalf of someone else, please provide the following details:

|  |  |
| --- | --- |
| **What is your relationship to the person?** |  |
| **The person must have consented to you completing this form and sharing this information on their behalf. To give their consent they will need to provide their signature.** |  |
| **Print Name:** |  |
| **Date of Signature:** |  |

Do you want to tell us about (please circle/delete):

**A Compliment**  **A Comment** **A Complaint**

|  |
| --- |
| Please tell us more, including:* Who or what is the compliment, comment or complaint about?
* Have you spoken to a member of Mayday about this before completing the form?
* For complaints, why do you feel this complaint has not been resolved by your local Mayday Team?
* What can we do to make things better?
* Is there any other information you think we should know?

Thank you for your feedback. |

**Consent to share your information:**

By signing and submitting this form, or discussing your compliment, comment or complaint with a member of Mayday staff, you are agreeing for this information to be reviewed and stored as part of our Compliments, Comments and Complaints Procedure. Mayday staff can answer any questions you have about this.

**Signature: Date:**

**You can return your form in the following ways:**

* In a sealed envelope, marked confidential, to a member of your local Mayday Team.
* By email to ccc@maydaytrust.org.uk
* By post to: Central Office/HR Administrator**,** Mayday Trust,8 Scirocco Close, Moulton Business Park, Northampton, NN3 6AP
* If you want to talk to someone about this form, you can call Central Office on 01865 670028