

**COMPLAINT COMPLIMENTS and COMMENTS FORM**

YOU HAVE A RIGHT to complain if you are not satisfied with the service provided by the Kingston Upon Thames Association for the Blind (KAB)

TO MAKE A COMPLAINT

Supply the details requested on this form to the KAB office, email, or phone.

WHO TO COMPLAIN TO

Your complaint should be forwarded to KAB’s CEO.

WHAT WILL HAPPEN TO MY COMPLAINT?

You will receive an acknowledgement within 5 working days and a full response within 3 working weeks of your complaint having been received.

IF YOU ARE NOT SATISFIED with the response from the CEO, you can forward your complaint to Chairperson. The Chairperson will respond within 3 working weeks of your complaint being received. If you are still unhappy with the response, you can request that the complaint be referred to the Board of Trustees. The Board of Trustees will then appoint a panel to deal with the matter. The Board of Trustees will decide the terms of reference for the panel and the decision of the panel will be final.

IT’S NOT ALL BAD Do feel free to feed back positive comments, too.

COMMENTS AND COMPLAINTS FORM

Are you dissatisfied with KAB, or do you have a comment or suggestion to make?

If you are dissatisfied with the service that you have received from KAB, please complete the form below.

Alternatively, you may have a good idea you would like to see us develop further. Please use this form to make your views known to us.

**Complaints Compliments and Comments**

Your name:

Your address:

Tel. No.

E-mail:

Please give the date and time of the incident you wish to complain about

WHAT IS YOUR COMMENT OR COMPLAINT

What is your comment or complaint? (You may need to continue on a separate sheet)

Write here:

What do you think KAB should have done to be more helpful? Or, what do you feel we should be doing?

Write here:

Please return this form to

KAB Kingston Quaker Centre Fairfield East Kingston KT1 2PT

or phone 020 8605 0060

or Email: Kab@kingstonassociationforblind.org

We will contact you as soon as possible.