

What this form is for:



If you wish to tell us what you think of a service you have received from BATIAS you can fill in this form.



If you need help filling in this form you can ask a friend or relative to help you, or you can ask a BATIAS staff member.



When we receive your completed

form a manager will read your comments, if you have given us a compliment it will be recorded and be kept on file.



If you have made a complaint it will be investigated by a manager. The manager will contact you to talk

about your complaint, and tell you the results of the investigation.



If you are still unhappy after this, you can ask to take the complaint further and the Chief Executive will look at the complaint and the investigation. The Chief Executive will then contact you to discuss your complaint.



Your comment, compliment, complaint:

Please write your comments below and return it to a BATIAS staff member.

Your name: _____

The Service you are commenting on:

Staff members involved: _____

Please continue on the back page