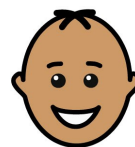

Once completed please return this form to a staff member. Or you can post it to:

BATIAS Independent Advocacy Services,
The Beehive Resource Centre,
West Street,
Grays,
Essex,
RM17 6XP.

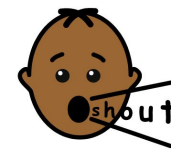


BATIAS

Empowering people to lead a full and active life that reflects personal choice



**Compliments,
Comments, Complaints
Form**



Tel: 01375 389869 Email: batias.grays@batias.com

Charity No: 1016226 Company No: 2776330

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 Officer will look at the complaint and the investigation. The Chief Officer 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