

## The Lantern Community

### Compliments, Comments and Complaints

**We want to know what you think about the services we provide.**



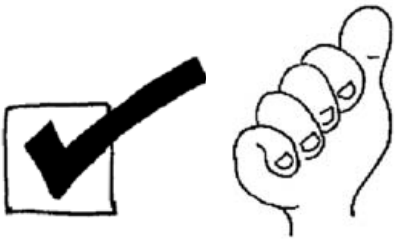
If you have an idea or suggestion about the services you receive -  
This is called a **comment**.



What's good about the service  
This is a **compliment**.



What's bad about the service  
This is a **complaint**.



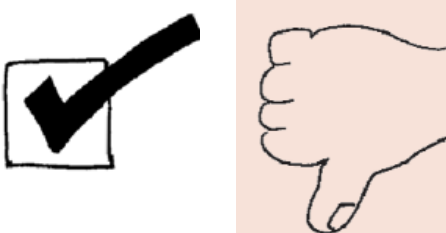
You might like to tell us about an idea you have about making a service better.  
This is called a **comment**.



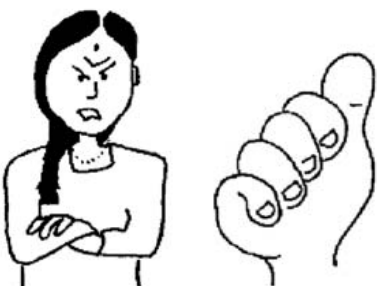
You might like to tell us about something we did well.  
This is called a **compliment**.

This could be about a co-worker

- Who was very helpful
- Who listened carefully
- Who made you feel important.



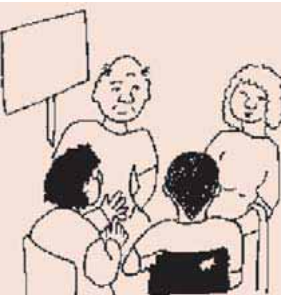
You have the right to make a **complaint**.



Tell us what is wrong and we will try and put it right.  
It's ok to **complain**.



We all learn from complaints and they can help us to improve the services that we provide to you.



If you complain, everyone will be helped and supported, and will be treated fairly.



If you make a complaint it will be kept private.

**Your complaint may be about:**



Where you live



The co-workers who help you



Where you work



Or someone you live with



You are not happy with the way things are run.



Someone has upset you, called you names or insulted you.



Someone lets you down



Someone offends you or is rude to you because of your culture.

**You might want to complain if:**



Someone shouts and swears too much.



Someone tells your private information to other people.



Someone hits you.



Someone steals something from you.

## What happens when you make a complaint?

### Stage 1



We will talk to the people involved to try and sort out your complaint. We may ask you to come and see us to talk about the problem.

### Stage 2



If talking does not work, we will look at your complaint more closely to try to solve the problem. They will talk to you in person about your complaint. Someone who does not take sides will help.

### Stage 3



If you are still not happy, other people will make sure your complaint has been looked at fairly.

If you want to make a **Comment, Compliment** or **Complaint**:



You can talk to:

- Your House Guardian
- A Co-Worker
- Your social worker
- Your friends
- Your family



Or fill in the form at the back of this booklet.  
If you need help to do this, then ask.



## Comment, Compliment or Complaint Form

I would like to make a:



Comment



Compliment



Complaint

My name is:

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My address is:

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-----  
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My telephone no:

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I would like to  
tell you about

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What would you  
like to happen?

Signed:

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Date:

Please give to your House Guardian/Co-Worker/ Friend or post to:  
The Lantern Community, Folly Farm Lane, Ringwood, Hampshire BH24 2NN