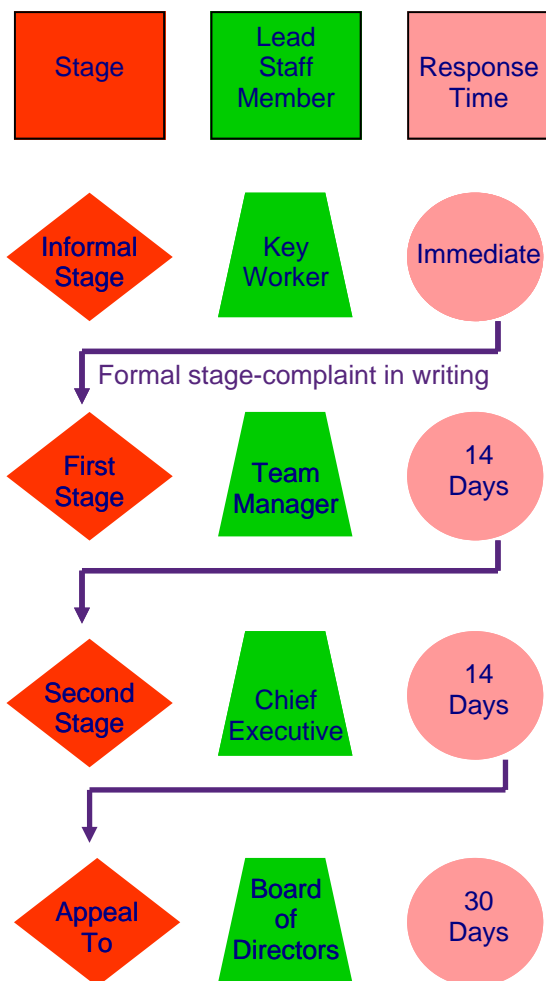


## Stages of a complaint

The diagram below is an overview of the different stages of the Porchlight complaints procedure together with the member of staff responsible and the time within which they should respond.



If the complainant is still unhappy at this stage refer to appropriate external body.

## When to use this form.

You should use this form if you have a compliment about our services, or if you have made an informal (verbal) complaint, and are as yet unhappy that it has been resolved satisfactorily. Finally, if you have something to say that doesn't really fit either compliment or complaint; you can make a 'comment'.

We really value your feedback as it shows us what we are doing well and helps us to identify what we need to do better.

## How to use this form.

If you are handing this to your key worker then you need only complete section (a) of the form highlighted with a purple border, however, if you intend to send you feedback through the post, then please also complete section (b) highlighted with a yellow border.

You can then post the form, to any Porchlight office or to the Head Office address listed below. Alternatively, you can email us or complete the feedback form on our website, by following the link in the 'about us' section and entering the password plcom08.



Head Office  
 2nd Floor Watling Chambers  
 18-19 Watling Street  
 Canterbury Kent CT1 2UA  
 Phone: 01227 760078  
 Fax: 01227 453331  
 E-mail: [headoffice@porchlight.org.uk](mailto:headoffice@porchlight.org.uk)  
[www.porchlight.org.uk](http://www.porchlight.org.uk)



# Porchlight

Changing attitudes • Changing lives

# Compliments, Comments and Complaints



Let us know how we are doing

