



# Feedback Form

I just wanted to say...



**Would you like to share a **compliment**?**  
**Do you have any **suggestions**?**

**Would you like to tell us about a **concern**?**  
**Do you want to make a **complaint**?**

We believe that your voice has the right to be heard. We will listen to your views and opinions about the service we provide and make sure that your experiences are used to good effect. We welcome your participation in the design, development, and delivery of our services – so that those services can be influenced or improved by the people that use them.

## **How will Turning Point deal with your compliments and suggestions?**

The team members in your service will be given your feedback and it will be collected centrally to shape service delivery across the whole of Turning Point.

## **How will Turning Point deal with your concerns or complaints?**

If you raise your concern to a team member in the service, they will try to resolve the issue straight away and, if they are unable to, they will arrange for the service manager or team leader to contact you within three working days to address the issues you have raised.

If you **contact the Risk Manager directly** (details in the box below) they will help you decide whether you want to raise a concern or make a complaint. If you raise a concern to the Risk Manager, they will arrange for someone to meet with you to discuss your concern and try to find a solution. If you make a complaint a manager will investigate your complaint and we will write to you to let you know what they find.

**We aim to resolve all concerns within seven working days. Complaints will take more time to investigate in detail, but we aim to provide you with a response within 28 working days.**

**If you are not happy with the outcome of your concern or complaint you have the right to appeal to the Risk Manager.**

### **In Person**

You can give your feedback verbally or hand your completed form to any team member.

### **By Post**

Risk Manager, Turning Point  
The Exchange, 3 New York Street  
Manchester, M1 4HN

### **Through our website**

[www.turning-point.co.uk/feedback](http://www.turning-point.co.uk/feedback)

### **By email**

[riskmanager@turning-point.co.uk](mailto:riskmanager@turning-point.co.uk)

### **By telephone**

0161 238 5230

Leave a message with your name & number and we will return your call within 3 working days.

We are unable to respond to anonymous calls.



# We look forward to hearing your thoughts!

Date

**Your name and contact details**

You can give feedback anonymously, but we can only reply if we know how to contact you.

**Do you want to (please tick)?**

Give us a **compliment**?

Make a **suggestion**?

Tell us about a **concern**?

Make a **complaint**?

**Please use this space to give details of your feedback**