

## Comments, Compliments and Complaints Policy and Procedure – Easy Read

If you are happy or sad with Kisharon, and want to tell us about it, please do so.



What is a compliment?

It is when something good has happened, and you want to tell us about it.



What is a complaint?

It is when something has happened which worries or upsets you, and you want to tell us about it.



What is a comment?

It is when you want to tell somebody something important.



Your views are very important to us.

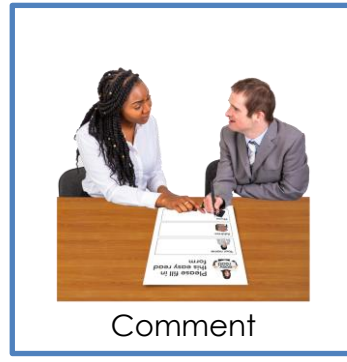
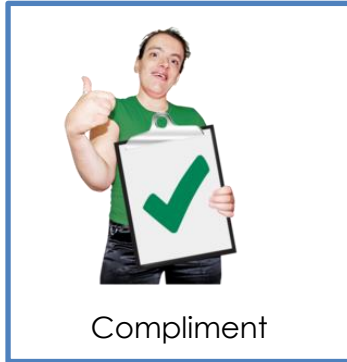


We want to give you the best service we can.



You can help us by telling us what you think.

I would like to report a: (please tick)



My Name is:



My Address is:



My Phone Number is:



I would like to tell you about:

What would you like to happen?

Signed:

Date:

Please return form to: Kisharon Supported Living Manager,  
Kisharon, 1<sup>st</sup> Floor, 333 Edgware Road, London NW9 6TD