

**To make a formal comment, compliment or complaint please fill in this form and give it to a Manager.**

You can also get help from your local advocacy service or the **Care Quality Commission**.

**By post:** Care Quality Commission, Citygate,  
Gallowgate, Newcastle upon Tyne,  
NE1 4PA

**By phone:** 03000 61 61 61

**By email:** enquiries@cqc.org.uk



Name: .....

Address: .....

Phone: .....

Email: .....

Date: .....

What is the best way to contact you?  
.....

Name of service you are currently accessing/you've  
previously accessed (if applicable):  
.....  
.....

Name of assigned SMART worker:  
.....

### Our commitment to you

- We will listen to all concerns, complaints or compliments;
- You will normally receive a response within 10 working days;
- We will seek to involve you in reaching the best outcome;
- We will abide by confidentiality arrangements at all times;
- You will not be treated unfairly for making a complaint.

### I am worried about providing feedback

If you do not feel confident in approaching SMART with feedback or feel you need help in putting your comments forward, you can contact your local advocacy service or the Care Quality Commission.

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# Something to tell us?

## How to tell us about your concerns, complaints or compliments

At **SMART** we:

- Continually strive to improve our services
- Want to hear about your concerns, compliments and complaints
- Seek to resolve complaints as soon as possible



