

All complaints are taken seriously and if shortcomings in our services are found, we will ensure that steps are taken to prevent recurrence. Our contact details:



Mrs Joanne Burr or Ms Caroline Coyne  
Communicate SLT CIC  
Unit 29, Blackpool Enterprise Centre,  
Lytham Road, Blackpool, FY4 1EW  
Email on: [enquire@communicate-slt.org.uk](mailto:enquire@communicate-slt.org.uk)  
Tel: 01253 462123

### Step 3

If you have followed all the steps above and are still dissatisfied with how your complaint has been handled, you may want to contact the Health and Care Professions Council ([www.hcpc.co.uk](http://www.hcpc.co.uk)). This organisation regulates the work of health care professionals.

Thank you

#### Mission:

To enable effective  
Communication for all

#### Vision:

Communication  
for Life

#### Values:

Communication  
Integrity  
High Quality  
Partnerships  
Community

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## Comments, Compliments and Complaints



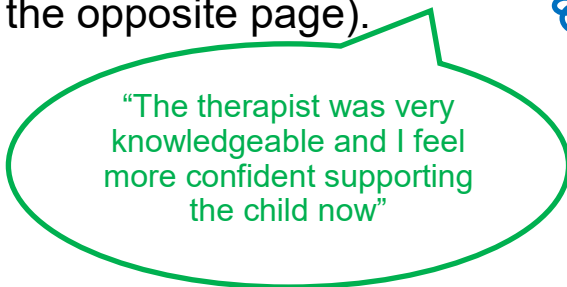
Communicate SLT CIC aims to provide a high quality, responsive service to children, their families, the workforce and commissioners.

We welcome and act upon Comments, Compliments and Complaints from service users in order to maintain and improve our high standard of service.


## Comments and Compliments

We are always interested in your comments about our service delivery.

Please give feedback to the Therapists verbally or write your feedback on our evaluation forms. Should you want to have good practice recognised by the company, you may like to contact our office directly (see contact details on the opposite page).



"The therapist was very knowledgeable and I feel more confident supporting the child now"



"We really enjoyed the group and got a lot out of it"

## Complaints

### Step 1

We are always interested to hear complaints and will do our best to put things right.

Please speak to the Therapist concerned so that they have an opportunity to resolve the matter immediately. Any information you provide will be treated in confidence and will not affect current or future treatment. If you would prefer to speak to a more senior team member, the therapist will provide you with their contact details. Should you wish, you can assign an advocate to support you or speak on your behalf.

## Step 2

If your complaint is not dealt with to your satisfaction then you should contact the Communicate Team using the contact details on the back page of this leaflet).

At this point your complaint needs to be in writing (in a letter or email). If you prefer, you can dictate the details of your complaint to an advocate or member of Communicate's team who will agree with you what is recorded. Please provide as much information as you can, including:

- What problem occurred
- When and where it happened
- What steps have already been taken to try to resolve the problem
- Your full name, address and a telephone number so you can be contacted.

A member of the team will contact you within 5 working days to confirm this has been received.

The matter will be investigated and a written response will be sent to you within 20 working days.

