

Comment Card

Thank you for your comments and suggestions. This information will now be used to help us improve services.

If you are reporting the details to an officer they should be able to help resolve your query or complaint. Although if further information is required RVH will aim to respond to you within 3 working days.

Your comments both good and bad will show how we are delivering our services. This gives us valuable information about where our policy and procedures may need to be changed. It also shows us when we are getting things right.

If you require any further information about our complaints system then please ask for a formal complaints leaflet.

Any enquiries about complaints, please contact Stephen Fell, Housing Services Manager on 01200 421224.

The details will now be recorded and we will monitor the information.

If you would like to get involved in improving our services please contact our Housing Services Team on 0800 111 4448.

Name:

Address:

Tel: Date:

Comment

Dissatisfaction

Suggestion

Compliment

Details

Have you spoken to a member of staff or RVH representative? Yes No

If yes, please give their name

Do you require a written response? Yes No

To help us understand your needs we would be grateful if you could complete the following:

Male Female

Under 21 22 - 30 31 - 50 51 - 64 over 65

Would you consider yourself to have any support needs
i.e. due to disability or illness?

Yes No

Nationality / Ethnic Group:



RVH would like to keep this information to help make improvements, and from time to time contact customers to check on any progress or changes.