



**Would you like to comment on any aspect of Skills for Care's service?
We want to know your compliments, complaints or suggestions for improvement.**

Skills for Care work with social care employers and training providers both locally and nationally to establish the necessary standards and qualifications that equip social care workers with the skills needed to deliver an improve standard of care.

It is Skills for Care's aim to give the best possible service in all areas of our work. To enable us to provide the best possible services, we need to know how you feel about how we do our work.

Are you content with what Skills for Care does?

We are always delighted to hear about the things you like. This helps us identify those area where we are really performing well and learn from that. It also means we can pass this on to the staff concerned.

Got an idea about how we can do things better?

You might think we do a good job but could do it even better or that we could be doing something we haven't thought of. We welcome all your suggestions for improvements to current services.

Concerned about anything Skills for Care does?

When we get something wrong, we need to know so that we can put it right. If you are unhappy about any aspect of the service we provide, we want to know about your concerns. We view concerns as valuable feedback about our work, and will use the feedback to review how we do things, to learn from our mistakes and to improve the service you receive from Skills for Care.

How to tell us about any concerns

Our aim is to resolve concerns quickly and at an early stage. To start with you might like to talk to a member of Skills for Care staff who will try to sort out your concerns with you. This often works and we can improve our service as a result. They will also tell you whether your concern falls within our control and if not, where you can direct your concern.

If you do not want to do this, or you have done so and are still not satisfied, please complete the form at the back of this leaflet and send it to:

Feedback Manager
Skills for Care
West Gate
6 Grace Street
Leeds LS1 2RP

or phone: 0113 245 1716

or email feedback@skillsforcare.org.uk

Whatever method you chose to use, please make sure you tell us about:

- the problem, including what has happened, when it happened, and the background to the problem if you think it's relevant;
 - what you've done to try and sort it out; and
 - what you want us to do to put things right

What we will do

If you complain, Skills for Care will:

- Let you know we have received your complaint within 5 working days of its arrival at Skills for Care.
 - Investigate your complaint straight away.
- Inform you of the result of our investigation as quickly as possible, and always within 20 working days (four weeks) of your complaint
 - Always give you a full explanation for our decision
 - Carry out any actions we have promised

If you are not satisfied by the result of your complaint, then we will give you advice on the appeal process and where to go for further help.

Tell us what you think:

Please complete and return this form if you wish to make a complaint, make a suggestion or pay us a compliment.

Your details:

Name	
If you do not wish to provide your name please tick this box	
Address	
Contact Number	
Email address	

Signed	
Date	

I am making a compliment suggestion complaint

My compliment/suggestion/complaint is:

Please continue on a separate sheet

Tell us what you think:

What would you like us to do?

Please continue on a separate sheet

Now send this to:

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