



## COMMENTS and COMPLAINTS

How to let us know what you think about the services we provide.

We aim to provide you with the highest standard of care at all times – but we recognise things can go wrong sometimes and we are keen to learn from your experiences so we can put it right.

We welcome receiving comments, suggestions or feedback good or bad from the people who come to Shalom. It's important to us that we provide a service to everybody's satisfaction.

### Our aims

- Complaints can be made verbally to any member of staff or in writing (*details of who to write to are at the end of this leaflet*)
- We will acknowledge your complaint promptly and respond to it within 2 working days and in a courteous and efficient way.
- We will thoroughly investigate your complaint
- We will apologise where complaints are found to be justified, ensuring steps are taken to put right what went wrong and aim to prevent a similar problem arising in the future.
- We will keep you informed of progress and the outcome of your complaint and make sure you are satisfied that we have taken your complaint seriously and dealt with it properly.

### How to register a complaint:

1. First of all speak to a member of staff who has been dealing with you and tell them about the problem. They may be able to sort it out straightaway.
2. If you prefer to make a written complaint then you should write to:  
  
Mrs Helen Price  
Manager  
Shalom House  
(address below)
3. If you still felt that the complaint had not been dealt with adequately you can refer the complaint to the Chair of Trustees or Health Inspectorate Wales. Here are the contact details:

Chair of Trustees  
Mr Bryan Rees  
C/o Shalom House  
113 Nun Street  
St Davids  
SA62 6BP

Healthcare Inspectorate Wales  
Bevan House  
Caerphilly business Park  
Van road  
Caerphilly CF83 3ED

**Please use this form to register your comments or complaint.**

What is the best method by which to contact you?

*(please circle)*

Telephone      letter      email

Name:

Address:

Telephone:

Email:

**What I like best about Shalom is .....**

**My suggestions for Shalom are.....**

**What I think needs developing or improving at Shalom is .....**