

Your comments about the service provided by North East Community Care are appreciated and will help management and staff to understand what they are doing well and what they could improve upon.

Name:

Address:

Tel. No.

Signature.....

When you have completed this form, please put it in an envelope and send it to:

Alistair Law
Managing Director,
North East Community Care,
Unit 2,
Turriff Business Centre,
Markethill Rd.
Turriff,
Aberdeenshire.
AB53 4AG

Tel. No. 01888 569183
Email address:
alaw.necc@virgin.net



HOW TO TELL US YOU LIKE WHAT WE DO:



YOU DON'T LIKE WHAT WE DO:



YOU HAVE SOME IDEAS THAT YOU WANT TO TELL US ABOUT:

How you can make a compliment:

- Tell the person who you know best within NECC.
- Write a short note below and hand it or post it to the person you know best within NECC.
- Ask someone else to do any of the above on your behalf.



If you feel that the service provided by NECC is not good enough, **you could make a formal complaint.**

You can do this by speaking to or writing to the person who you know best within NECC or by speaking to or writing to someone within the company who you feel would take necessary action.

Letters should be marked confidential.

Any suggestion or complaint will be taken seriously and acted upon as quickly as possible.

You will be notified in writing within 7 days to let you know how your suggestion or complaint will be dealt with.

You will be informed by letter within 28 days, the outcome of your complaint.

If you are unhappy about the outcome, you should make a request to meet up with Alistair Law, The Managing Director of NECC. If you wish, you could also ask a friend or trusted person to accompany you.

You also have a right to go to your local council or Care Commission Scotland with your complaint about the company if you feel that the company's internal complaints procedure has not dealt with your complaint satisfactorily.

**The Moray Council,
Council Headquarters.
High Street,
Elgin,
Moray.**

Tel. No. 01343 543451

**Aberdeenshire Council,
Gordon House,
Inverurie.
Tel. No. 01467 620981**

**Aberdeen City Council,
Marshall College,
Aberdeen.
01224 522000**

**Care Inspectorate
First Floor,
Johnstone House,
Rose Street,
Aberdeen.
AB10 1UD.
www.careinspectorate.com
Tel No. 01224 793870**