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| **Feedback Form** |  |

If you want to tell us something about the service we provide or a member of our staff you can do so by emailing, writing, telephoning or completing and submitting this form. Confidentiality will be respected.

**Your details:**

|  |  |
| --- | --- |
| Name |  |
| Address (including postcode) |  |
| Telephone number |  |
| Date form completed |  |

**Case details:**

|  |  |
| --- | --- |
| PG reference number  (if applicable or known) | PG/ |
| Adult’s name |  |
| OPG contact: If you have already been dealing with a member of our staff, please enter their name if known. |  |

If you wish to make a comment or suggestion please use the box below to. If required, we will contact you for further information.

**What you can expect from us:**

We know that we might not always get it right. If there is something that you are unhappy about please tell us about it in the box below.

**What to expect if you make a complaint**

* We will tell you who is looking into your complaint.
* If we can’t sort your complaint right away, we will try to sort it within 5 working days, however we will let you know if this happens.
* If you are unhappy with our reply you can ask us to carry out an investigation.
* If your complaint is complicated or serious, then we might have to do an investigation.
* An investigation is when you look into something to find out all the facts*.*
* If we do an investigation this may take up to 20 working days.  We will tell you this within 3 working days of you putting in your complaint.
* We might want to talk to you about your complaint to understand why you are unhappy and what you think we could do to fix the matter.
* We will send you a written reply to your complaint as soon as possible but this could take up to 20 working days.

Once you have completed this form, please keep a copy for your records and send it to us.

Office of the Public Guardian

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For internal use only

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| Incoming category |  |
| Outgoing category |  |