



We value our Community

Giving us Feedback

At The King's College we welcome feedback from everyone as it lets us know how we're doing and gives us the opportunity to improve our services for you.

We are committed to providing the highest quality services and your feedback helps us to continually review and improve our service delivery.

When can you give us feedback?

You can give us feedback about any part of our service at any time. We like to know when we've done things well or we can do things better or even just some general feedback you like to give us, it all helps us.

Your Rights in relation to feedback:

At The King's College, we respect everyone's right to:

- Provide us with compliments, comments and complaints and for us to respond to this as an opportunity for input and improvement;
- Know what to expect and when;
- Be treated respectfully, authentically, confidentially and compassionately;

- Continuation of professional interaction with the organisation;
- Not be forced, threatened, bribed, or discouraged from lodging a compliment, comment or complaint when you have expressed a wish to do so;
- Processes and decisions that are balanced, fair and just;
- Be supported, including being supported by an Advocate;
- Appeal and have an independent review.

Using this form

You can use this form to:

- Compliment a service or staff member.
- Make a complaint if you are unhappy about the service you have received.
- Make a comment or suggestion about how we can improve our services.

Tells us about your compliment, comment or complaint in the space below:

TODAY'S DATE ____/____/____ TIME: ____ ^{AM}/_{PM}

LET US KNOW...

WANT MORE? SIGN UP AND WE'LL KEEP IN TOUCH!

NAME _____

EMAIL _____