

How we will deal with your comment/ complaint

The Board of Trustees will acknowledge your comment/complaint in writing within seven working days.

All comments/complaints will be strictly confidential.

Our commitment to our service users

High Peak Women's Aid will always try to meet, if not exceed the expectations of our Service Users.

HPWA Comments and Complaints Policy

If you would like to see a copy of our Complaints and Comments Policy please contact us on the address shown overleaf.



Overall how would you rate the level of service you have received from High Peak Women's Aid?

Very Poor

Poor

Average

Good

Excellent

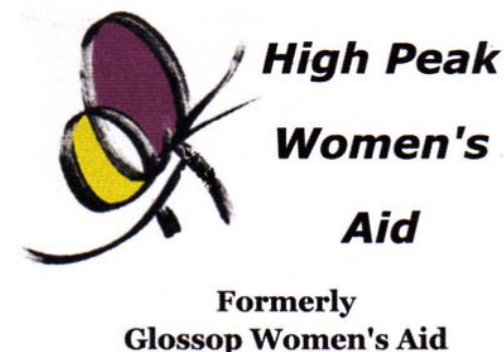
Please return this form for the attention of the Board of Trustees to the address shown on the front.

Service Users and Stakeholders are encouraged to comment about the service they receive to our major funding bodies:

- Derbyshire Supporting People
- Derbyshire County Council Children and Younger Adults
- Derbyshire County Council Adult Social Care
- High Peak Borough Council
- Lloyds TSB Foundation

Thank you for taking the time to complete this questionnaire.

We value your comments.



COMMENTS AND CONCERNS

P O Box 22, Glossop, Derbyshire, SK13 8AE

Freephone:

0800 019 8668

(free from BT landlines and payphones)

Telephone or Text:

01457 856675

Telephones are staffed

Monday to Friday 9.00 to 5.00 pm

An answering machine operates outside of these hours

Fax: 01457 855199

Email: gwa@f2s.com

www.highpeakwomensaid.org.uk

Registered Charity Number: 1134679

