




Continued...



Easy Read

Complaints and Feedback Form

 Write your signature:	
 Write today's date:	
If someone helped you with this form, get them to write their name, job title and signature here:	

 Now, give this form to one of your support team.



Amber Housing Registered Society
Number: **30052R**. Registered address:
**Amber Housing, Unit 9, Bourne Court,
Unity Trading Estate, Southend Road
Woodford Green, Essex, IG8 8HD.**

Telephone: 0207 866 2328
Email: info@amberhousing.co.uk
Website: www.amberhousing.co.uk

Amber Housing Complaints &
Feedback Form A5 Easy Read 1024

www.amberhousing.co.uk



What is a complaint?

A complaint is something that makes you feel unhappy.

You might make a complaint if...

- You feel sad or angry about something
- Something is happening that you are not happy with
- If someone hurts or upsets you



What is Feedback?

Feedback is telling people about the good things that happen.

It is good to let people know when things are going well and you are feeling happy.



How to make a complaint

- Talk to someone
- Send a letter or an email
- Fill out this form
- Draw a picture
- Call 0207 866 2328



Who can you tell?

- Talk to a family member or friend
- Talk to a member of staff who supports you or works where you live
- Talk to a Quality Checker

Next, a team member of your home will talk to you. We will always do our best to listen and deal with complaints.

Feedback and Complaint Form



My Name:



My Address:



Phone Number:

The address of where I live:

My support worker's name:

Write your complaint or feedback here:



Carry on writing on the next page if you need to.