

Compliments, comments and complaints



Easy Read

We want to hear about your compliment, comment or complaint



Poole Forum works hard to give everyone the best service



Sometimes you may feel that we are doing well or that we could do better



We want you to tell us your compliment, comment or complaint and sort them out quickly

Sorting out problems



Can you talk to the person that has upset you?

They might be able to sort it out quickly

If you are still not happy you can make a **formal** complaint

Making a formal complaint



You can ask someone like an advocate, friend, family member or support staff to help you complain if you need to



You can contact Poole Forum's Manager Neil Poulton



You can come into the shop or make an appointment



Email: office@pooleforum.co.uk



Letter: Poole Forum
Rossmore Leisure Centre
Herbert Avenue, Parkstone
Poole, Dorset
BH14 0AA



Telephone: 01202 746040



If the complaint is about the Manager, send it to Ruth Crook, the Chair Person and write **confidential** on the envelope

What happens next:



They will write to you in 10 working days to tell you they have received your complaint



Neil or Ruth will investigate

After 6 weeks:



Neil or Ruth will talk to you about your complaint

They will let you know what they have decided to do about it

You will be asked if you agree with this decision



If you are unhappy with the decision you can appeal to the Board of Trustees



One person will be chosen to look into your complaint

They will talk to you about their decision



Their decision is final



Once a year Neil or Ruth will talk to the trustees about:

The number of complaints they have received



What they are about



What they did to sort the problem out

Why are complaints important?



Your complaint will help us to give you a better service in the future



Poole Forum
Rossmore Leisure Centre
Herbert Avenue
Parkstone, Poole
Dorset
BH12 4HR

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Or from the website
www.pooleforum.co.uk