

Five Lamps

Compliments and Suggestions Procedure

Five Lamps welcomes comments, compliments and suggestions from both current and prospective customers. If you have a comment, compliment or a suggestion on how we can improve our services we want to hear about it. As a voluntary organisation we want to give the best service that we can, and it's only by listening to our customers that we can find out how we are doing.

The team at Five Lamps have systems in place for obtaining feedback from our customers.

Compliments and Suggestions

If you have a suggestion about how we can do things better then tell us by completing the Compliments and Suggestions form can be issued by our receptionists, or on the Five Lamps website www.fivelamps.org.uk

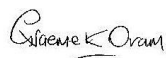
If you are pleased with the way we have dealt with you, then please tell us? We can then follow this example through other services provided by Five Lamps.

We obtain feedback in the following ways:

- **Compliments and Suggestions Form** – Please complete one of these and hand it in at reception.
- **Customer Surveys**– These can be found on our website or can be completed in paper format by requesting one from a member of staff.

Please note that if you have any problems completing the Compliments and Suggestions form a member of the Five Lamps team will assist you.

Date of Procedure: 18/10/16



Signature:

Designation: Chief Executive