

Tell us what you think

We provide sign language interpreters, lip speakers, and note takers for deaf and hearing people living in Coventry and Warwickshire.

We would like to know what you think about our services so that we can make sure that they meet your needs.

We have set up the 'comments, compliments and complaints' system to help us learn from your views.

What can I do?

If you have a comment, compliment or complaint about any of our services, please contact us by:

- ? filling in the form on the back of this leaflet; or
- ? making a video recording of yourself giving your comments (video letter);

and sending it to the address on the back of this leaflet.

Part of Coventry and Warwickshire Association for the Deaf
Registered Charity Number 218005

What will happen?

We will record your comments and use them when we plan our services.

If you have complimented us on our service, we will pass the compliment onto the people concerned.

If you have complained we will do the following.

- ? Acknowledge your complaint within five working days.
- ? Tell you who is dealing with your complaint.
- ? Tell you who to contact if you want any more information.
- ? Send you a full reply within 20 days.

Coventry & Warwickshire Sign Language Interpreting Service

Room B7

Coventry Technical College

Butts

Coventry CV1 3GD

Voice: 024 7652 0378

Text: 024 7622 9667

SMS: 07771 631115

Fax: 024 7622 6326

Email: office@cwslis.co.uk



comments

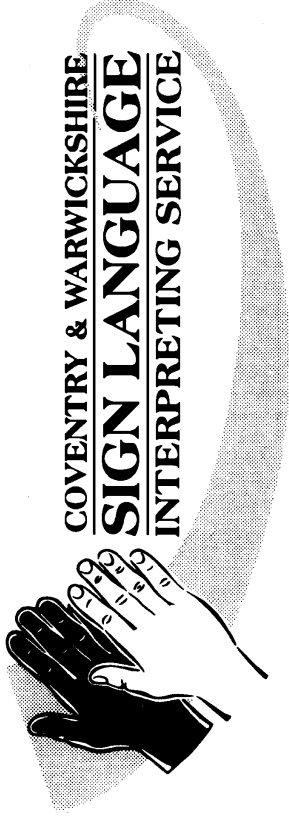


compliments



complaints





comments, compliments and complaints

Please fill in the following details, so we can deal with your comments quickly.

Your name:

Your home address and postcode:

Your phone or minicom number:

What do you want to tell us?

If you are making a complaint, what would you like us to do to put things right?

Your signature:

Date: