



**ALIVE HEALTH CARE**

**COMPLAINTS FORM**

**Name of Complainant:** .....

**Date:** .....

**Address:** .....

.....

**Telephone/ Mobile Number**.....

**Nature of Complaint** please be specific, giving names, dates, places and times. Please say

why you are dissatisfied and what Alive Health Care supported Living Ltd could do to improve.

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**Signed:** .....

Dated: .....

(Please use a separate sheet of paper if necessary)

A completed form to be sent to: Clockwise Mountbatten House, Southampton, SO15  
2JU

TEL:02380789758

TEL: 07846 83 93 76

Email addresses: [Info@alivehealthcare.co](mailto:Info@alivehealthcare.co)

**APPENDIX 3**

**COMPLIMENTS AND SUGGESTION FORM**

**Name of Complainant:** .....

**Date:** .....

**Address:** .....

.....

**Telephone/ Mobile Number**.....

Please provide details of your compliment below. Please remember to include dates, times and

places etc.

Alive Health Care supported Living Ltd are committed to providing an excellent service on all our care. Any suggestion on how we can improve our service, Please express any thoughts in the box below

When you have completed this form, please send it to our office: Clockwise  
Mountbatten House, Southampton, SO15 2JU; Mobile Number: 07846 83 93 76

Email addresses: [Info@alivehealthcare.co](mailto:Info@alivehealthcare.co)

## **Appendix 4**

**(For service users notice board)**

***What is your Concern or Complaint***

***Talk to the support team on duty or ask them to help you make a call to:***

***Talk to the Registered Manager,***

**Or**

***Talk to the Managing Director;***

**You may choose to talk to your**

**Social Worker,**

**Advocate,**

**Professional bodies or People in Authorities,**

**The Police**

**CQC**

**Telephone:03000616161**

**Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk).**

**Local Safeguarding Teams**

**Safeguarding Hub (MASH) during office hours: Telephone: 023 8083 3336**

**Out of Hours: 023 8023 3344.**

**Email: [MASH@southampton.gov.uk](mailto:MASH@southampton.gov.uk).**

**WE ARE ALL HERE TO HELP YOU!!**

**Alive Health Care Supported Living**

***Mountbatten house Grosvenor Square***

***Southampton SO15 2JU***

**+44 784 6839 376**