



PARES

Complaint Form

All information will be treated confidentially

Our commitment to you

At People Matter IW every Service User is important to us, and we believe you have the right to a fair, swift and polite service at all times.

If you have a complaint about our service we promise to deal with it, quickly and fairly.

If you have to make a complaint

1. We will acknowledge your complaint within 2 working days.
2. We will look into your complaint and try to send a reply to you within 4 weeks of receiving your complaint.
3. If we haven't managed to finish investigating your complaint within 4 weeks, we will write to you with an update and let you know how much longer the investigation will take.

You can either drop off your completed form in the PMIW Survey box or post it to:

PARES Officer, People Matter IW

1 and 2 Bernard Way, Newport, Isle of Wight, PO30 5YL

