

Health & Wellbeing - how to send a compliment, make a comment or a complaint.

Please also refer to Ben's Compliments, Comments and Complaints policy.

The following information provides a quick guide for individuals wishing to make a Compliment, Comment or Complaint in relation to Ben's Health & Wellbeing Services of Support.

Compliments

Should an individual wish to offer a compliment about the service or support they have received they can do this in several ways. Through communicating directly with the service, they have they been supported by either in person, via telephone, via email or post or contacting Ben's Helpline via the following:

- Calling Ben's Helpline on 08081 311333 to notify the team that you'd like offer a compliment regarding the service or support you have received
- Emailing supportservices@ben.org.uk to notify the team that you'd like offer a compliment regarding the service or support you have received
- Write to Ben Support Services, Lynwood Court, Lynwood Village, Rise Road, Ascot, SL5 0FG to notify the team (or send correspondence) that you'd like to offer a compliment regarding the service or support you have received

Comments

Should an individual wish to offer a comment about the service or support they have received they can do this in several ways. Through communicating directly with the service, they have they been supported by either in person, via telephone, via email or post or contacting Ben's Helpline team via the following:

- Calling Ben's Helpline on 08081 311333 to notify the team that you'd like offer feedback regarding the service or support you have received
- Emailing supportservices@ben.org.uk to notify the team that you'd like offer a feedback regarding the service or support you have received
- Write to Ben Support Services, Lynwood Court, Lynwood Village, Rise Road, Ascot, SL5 0FG to notify the team that you'd like offer a feedback regarding the service or support you have received

Complaints

Should an individual wish to make a complaint about the service or support they have received then they can start this process in several ways:

- Calling Ben's Helpline on 08081 311333 to notify the team that you wish to make a complaint
- Emailing supportservices@ben.org.uk to notify the team that you wish to make a complaint
- Write to Ben Support Services, Lynwood Court, Lynwood Village, Rise Road, Ascot, SL5 0FG to notify the team that you wish to make a complaint

Should anyone wishing to make a compliment, comment or complaint about Ben's Helpline or an employee working on Ben's Helpline team and the individual does not wish the communicate with anyone in the Helpline team, then the individual concerned should contact the support service email address supportservices@ben.co.uk and request the Head of Support Services contact details, who will manage this feedback in the first instance.