



**Kings Mill
Residence
Compliments
Comments
&
Complaints**

Here at the Residence at Kings Mill School we are committed to providing your child with the best possible experience whilst in our care.

We aim to communicate with you regularly and pass on our celebrations when children and young people achieve, and work with you when we need to make changes to improve things.

Through this leaflet we would like you to tell us when we get things right, or make you particularly happy. To tell us when we need to improve what we do, or when you think we could do things differently to improve what we do.

We will use what you tell us in a positive way, to help us keep improving. We will feed back to you how we have changed things if you think we need to. We will try our best to respond to you

quickly every time you complete one of these forms.

We, as a staff team value what you say, we like looking after your children and want the experience to be the best it can be so if you can please do complete the information overleaf and give the form back to us.

Thank you for taking the time to do this, we do really appreciate it.

On behalf of the staff team in Residence

Tim Gowthorpe

Tim Gowthorpe

Head of Care

Name :

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Address:

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Email Address:

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Telephone number:

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**My Comment, compliment,
complaint is:**

Signed:

Date: