

## **Skills for Care Feedback Policy**

Skills for Care supports their people. Our practical  
develop, and lead their staff, and keep

in all areas of our work. To enable us to  
how we do our work. We welcome your  
's service whether these are positive,

work across Skills for Care, procedures are  
to and reporting on feedback received.

All feedback sent to Skills for Care. We  
circumstances in which someone may prefer to  
request for us to investigate fully and we will  
in the event of difficulties, we investigate anonymous

We welcome all positive feedback, but also welcome feedback that tells us when we may have got something wrong. Our aim is to resolve concerns quickly and at an early stage.

**There are three ways to submit your feedback to us:**

1. **Talk to us** - to start with you might like to talk to a member of Skills for Care staff who will try to help with your concerns. This often works and we can improve our service as a result. They will also tell you whether your concern falls within our control and if not, where you can direct your concern.
  
2. **Complete a web form** - If you do not want to speak to someone directly, or you have done so and are still not satisfied, please complete this webform.  
<https://forms.office.com/r/87vznY0wkp>
  
3. **Email, phone or write to us** - you can send us feedback by:  
**By email:** [feedback@skillsforcare.org.uk](mailto:feedback@skillsforcare.org.uk)  
**By post:** Feedback Manager, Skills for Care, West Gate, 6 Grace Street, Leeds, LS1 2RP  
**By phone:** 0113 245 1716

Please note that all our staff are currently working virtually during the Covid-19

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