



**Oasis-Talk**  
Emotional health & well-being

## **How to make a comment or complaint**

We want all our clients to have a positive experience with Oasis-Talk and welcome any feedback, whether positive or negative. Any feedback received will be used to review and improve our services.

If you have a comment, concern or wish to make a complaint we encourage you to do so. Comments can be recorded on the Patient Experience Questionnaire we ask you to complete at your final therapy or group session.

You can also use this leaflet to make a comment or complaint.



## Raising a concern

We encourage you to speak to your therapist or group leader in the first instance with any concerns you may have. We will then contact you with details of any actions that will be taken by Oasis-Talk in light of the concern raised.

If the above is not possible then you can either record your concern on the Patient Experience Questionnaire, complete this form or contact your local Oasis-Talk office and ask to speak to a Manager:

### **For Bristol:**

Oasis-Talk  
10 Orchard Street  
Bristol BS1 5EH

**Tel:** 0117 927 7577  
info@oasis-talk.org

### **For South Glos.:**

Oasis-Talk  
The Willow Surgery  
Downend  
Bristol BS16 5FL

**Tel:** 0117 970 9423  
info@oasis-talk.org

We will respond to your concern in writing within 28 days of being notified.

**This form can also be used to provide anonymous feedback about your experience at Oasis-Talk.**

**If you choose to leave anonymous feedback we will be unable to contact you, but your comments will help us to continually improve our services.**

## **Comment & Complaint Form**

Your name (optional):

Your address (optional):

Your telephone number (optional):

Your email (optional):

Date:

My comment or complaint is:

(Continue over the page if required)

My comment or complaint (continued):

What would you like to see happen as a result of making this comment/complaint?

**Thank you for your feedback. Please put this completed form in the Feedback box in reception.**

