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**QUALITY & CONTRACTS TEAM**

**Compliments and Complaints**

**Annual return**

**Name of provider: ………………………………………………………………….**

**Time period: 1 April 2015 - 31 March 2016**

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| **TOPICS**  **What is the type of compliment you have received most often**  **What is the complaint topic you have received most often?** |
| **LEARNING**  **Can you tell us something good you have built on after receiving compliments about it?**  **Please could you give an example of something you have learned as a result of a complaint (e.g. something you have changed)** |
| **Are there any other points you would like to raise with us about compliments and complaints** |

**Signed …………………………………………………………..Date: ………………**

**Please return to**: [providerfeedback@oxfordshire.gov.uk](mailto:providerfeedback@oxfordshire.gov.uk)