



User Involvement Charter

Rainbow Services wants your feedback on how we run our service. Our aim is to always improve what's on offer to our clients and to make sure that every person feels able to offer ideas, advice and even criticism if it's warranted.

Our sites have "Idea Trees" for comments etc, but please talk to us; we are always keen to listen to your ideas.

So if you have -

- **A compliment**

Please tell us – it's great to share good news.

- **A comment/idea**

Again please let us know – we are always looking for ways to improve.

- **Something not right?**

How can we put things right or make sure it doesn't happen again if we don't know?
Please tell us straight away, write or give us a call and we will do what ever we can to make changes.

We can never pretend to offer perfect services but we will take on board your comments and ideas to improve the end results for everyone.

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Rainbow Services working for change to improve the quality of life for local people