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**Client Feedback Submission Form**

Name: Date:

(Optional)

**Please let us know what we can do better.**

**Suggestion**:

**We would also like to know what is working well.**  **Please share with us your feedback on any good experiences you have had.**

**Positive Feedback**:

**Are there any UBCSS staff members who deserve to be recognized?** Please provide their name and a brief explanation of what they did well.

There is a separate process for submitting complaints and grievances. If you have a concern that needs immediate attention, please ask to speak to a manager so that it can be addressed promptly.

Forms should be sent to the Director of Quality Management. They may be sent through email to [gmanske@upperbay.org](mailto:gmanske@upperbay.org) or fax to (410) 620-7168 or mailed to our Route 40 site (see address below). Although we cannot ensure the security of documents sent through email, it is the most efficient method and will allow for the quickest response from us.

UBCSS

1275-B W. Pulaski Highway

Elkton, MD 21921

Attention: Director of Quality Management