



Comments, compliments and complaints



www.family-action.org.uk

To help us monitor and improve our service, we like to know when we do things right and where you think we can improve.

Your comments help us quickly improve our support to you and other people. We do this as informally as possible. We listen carefully and try to agree solutions directly with you.

You do not need to make a comment or complaint in writing. You can speak to someone at your local service in person or over the phone or you can call the Complaints Manager. We can arrange for the details of your comments to be written down and we will ensure that you are happy with the wording before your comments are passed on.

If the complaint cannot be resolved at a local level, more senior managers will attempt to resolve it with you. If you are unhappy with the process of your complaint, you can contact the Complaints Manager at any time.

If you are unhappy, you can contact your local authority or ICB (Integrated Care Board) Complaints Manager. Your Family Action service can give you their address.

As this service is regulated by OFSTED, you can also contact them using the details below.

OFSTED
Ofsted National Business Unit
Piccadilly Gate, Store Street
Manchester M1 2WD
T: 0300 123 1231

We want to hear from you if you are pleased with how we have helped, if you are unhappy with our service, or if you simply want to make a comment.

If you have something you want to share with us, please follow our process below:

Are you able to speak to the member of staff you normally deal with, or their manager?



Chat with them about it



Contact the Complaints Manager

Are you happy with the outcome?



Good!



Contact the Complaints Manager who will explain the next steps.

Over the page you will find a form that you can complete should you wish to make a comment in writing.

I would like to be contacted by:

Phone Email Letter

Please provide relevant contact details:

Name

Contact details:
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My feeling about this issue are:

   
Happy Concerned Unhappy Angry

My comment or complaint is about:

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If you have a complaint, the local service manager will attempt to resolve this with you, in line with our organisational complaints policy. The Complaints Manager monitors each complaints process to make sure it follows our policies.

I would like to comment about this because:

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What I would like to see happen is:

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Date:

When completed, please hand this form to a member of staff, put it in the service suggestion box or send to the Complaints Manager.

Complaints Manager, Family Action

Family Action Head Office,
34 Wharf Road, London N1 7GR
T: 020 7254 6251
F: 020 7249 5443
E: complaints@family-action.org.uk



About Family Action

Family Action works from the heart of local communities to support people through change, challenge and crisis. We protect children, support young people and offer direct, practical help to individuals and families.

Family Action
34 Wharf Road, London N1 7GR
T: 020 7254 6251
info@family-action.org.uk

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FamilyLine
If you're feeling overwhelmed, worried or upset about any aspect of your family life, FamilyLine is here for you. Call free today.
t: 0808 802 6666
text: 07537 404 282