

Tear-off form

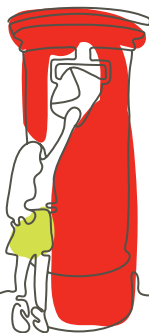
I want to tell you about the service I've received from Action for Children

My name

My address

The name of the service is

My comment/compliment/complaint is . . .



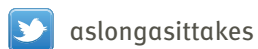
Thank you to young people who use our services East Ayrshire Lisalanna Short Breaks and Aberdeen Family Project, and Youth Voice at Millom, Cumbria, for artwork and help with designing the leaflet.

Our promise to you

When you use our service we promise you will:

- be treated with respect and dignity
- be treated fairly and equally
- be safe
- be given the information you need about our service to you
- be given clear information about confidentiality, and any limits to that confidentiality
- be able to read anything written about you by project staff
- be told when information about you is shared with other people and why
- have a say when decisions or changes are made that affect you, and have your views taken into account
- have your comments, suggestions or complaints taken seriously

actionforchildren.org.uk



Donate at: my.actionforchildren.org.uk



Tell us...

We want you to tell us what you think about our service to you



as long as it takes

We want you to tell us about

- the things you like about our service
- any suggestions you have
- any compliments you would like to give to the service or to a member of staff
- anything you're not happy about

Comments and suggestions

- talk to any member of staff or the service manager – they will listen to what you say

Compliments

- ask a member of staff for a compliments form, fill it in and give it back to them
- or write to us using this form

If you're unhappy about something, or have a concern or complaint

- talk to any member of staff. They or a manager will try to put things right for you
- if you prefer you can contact the Customer Care and Complaints Manager direct by:
 - ▶ calling 0800 328 7822 (free from a landline, standard rates apply from a mobile)
 - ▶ sending the tear-off form from this leaflet
 - ▶ emailing tellus@actionforchildren.org.uk
- you can complain to the local authority (council)
- if the service you use is regulated, you can complain to the regulator (the service will give you this information)

If you have a complaint, we promise . . .

- to listen, take your concerns seriously and look into them
- to aim to do this within 10 working days (14 days for adoption services)
- to tell you what we will do to put things right, and to put it in writing
- to consider your complaint further if you're still not happy
- if you're a young person, to make sure you have support from an advocate if you wish
- to make sure you have help with reading, writing or interpreting if you need it

Concerns about children and young people's safety

- If we are concerned about a child or young person, we will contact the right agencies to keep them safe; this might include social services or the police
- If you are a child or young person in danger we will discuss this with you where possible
- If you are worried about a child or young person being in immediate danger, you should contact the local authority, or the police. If you are a child or young person you may want to talk to Childline, 0800 1111



I'd like someone to contact me about this.
Please contact me

by phone – my number is

and the best time to call me is

by email – my email address is

by text message – my mobile number is



Simply tear off this portion, fill it in and post it back to us using the freepost address below, or you could cut out the address below and stick it on an envelope.

Private and Confidential

Customer Service and Complaints Manager
RSJU-JYTZ-TEUC
Action for Children
3 The Boulevard
Ascot Road
WATFORD
WD18 8AG