

## Tear-off form

### Private and Confidential

Customer Service and Complaints Manager

Action for Children

10 Great Queen St,

London

WC2B 5DG

Please fold here

Action for Children  
10 Great Queen St,  
London  
WC2B 5DG  
Telephone: 020 3124 0600

[www.actionforchildren.org.uk](http://www.actionforchildren.org.uk)

If you would like to know about Action for Children's policies on confidentiality and equality and diversity, please talk to your project worker.

If you are unhappy with our service, please talk to a member of staff or call Action for Children's customer service and complaints manager on 0800 328 7822. You may also be able to contact an independent body that oversees our service. Please ask a member of staff.



INVESTOR IN PEOPLE



**[actionforchildren.org.uk](http://actionforchildren.org.uk)**



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actionforchildren



actionforchildrenUK

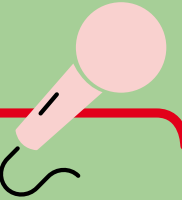
Donate at: [my.actionforchildren.org.uk](http://my.actionforchildren.org.uk)

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HOW

**ACTION FOR CHILDREN**

WORKS



**Tell us...**

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



HOW

**ACTION FOR CHILDREN**

WORKS

## What you tell us is important.

### Please tell us:

- the things that you think are good about our service
- any suggestions you have
- anything you're unhappy about

### Your comments help us to:

- know when we're getting things right
- get better at what we do
- sort out any problems

### How to tell us:

- you can talk to the project manager or any member of staff – they will listen to you and take notice of what you say

### If you have a complaint:

- the project manager or member of staff dealing with your complaint will follow a procedure
- if you prefer, you can contact our Customer Service and Complaints Manager by:
  - sending the tear-off form in this leaflet
  - phoning 020 3124 0600 (free from a landline, standard charges apply from a mobile)
  - emailing [complaints@actionforchildren.org.uk](mailto:complaints@actionforchildren.org.uk)
- you can complain to the local authority (council)
- if the service is regulated, you can contact the regulator (the project will give you this information)

## You have the right...

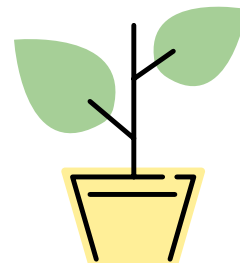
- to help with reading, writing or interpreting if you need it
- if you are a child or a young person, to an advocate to support you with your complaint

## We promise...

- to listen to your complaint, take it seriously and look into it thoroughly
- to tell you what we will do, and put it in writing
- to try to sort things out within 10 working days (14 days for adoption services)

## If you're still not happy...

- you can ask for your complaint to be investigated
- this normally involves someone who does not work for Action for Children
- we aim to do this within 25 working days (28 days for adoption services)
- if you are unhappy with an investigation, you can ask for it to be reviewed by a panel of independent people
- contact our Customer Service and Complaints Manager for more details



## I have a problem with an Action for Children project

Please contact me so I can tell you more about it.

My name:

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My address:

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The best time to call me is:

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My email address:

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The name of the project I want to talk to you about is:

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