

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.

Alternatively, you can contact the Local Government and Social Care Ombudsman – find details below.

**Local Government &
Social Care Ombudsman**

www.lgo.org.uk
T: 0300 016 0614

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?

Yes

Chat with them
about it

No

Contact the
Complaints Manager

Are you happy with the outcome?

Yes

Good!

No

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.

Phone ☐ Email ☐ Letter ☐

Name

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[illegible][illegible][illegible]

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E: complaints@family-action.org.uk



t: 0808 802 6666
text: 07537 404 282