

SEN and Disability
Information, Advice
and Support

Walsall
sendias

About us

Family Action is a charity committed to building stronger families by delivering innovative and effective services and support that reaches out to many of the UK's most vulnerable people.

We seek to empower people and communities to address their issues and challenges through practical, financial and emotional help.

Service address

Walsall SENDIAS
Manor Farm Community Centre, King
George Crescent, Walsall, WS4 1EU

Tel: 01922 612008

walsallsendiass@family-action.org.uk

www.walsall-sendiass.org.uk

www.family-action.org.uk



Family Action Walsall SENDIAS

Find out how to comment on, compliment or
make a complaint about Walsall SENDIAS



Family Action Head Office, 24 Angel Gate, City Road, London, EC1V 2PT
T: 020 7254 6251 F: 020 7249 5443 info@family-action.org.uk www.family-action.org.uk

Registered Charity no: 264713. Registered Company Limited by Guarantee in England and Wales: 01068186
Patron: Her Majesty the Queen. Chair: Bryan Portman MBA FCCA FCIS. Chief Executive: David Holmes CBE

www.family-action.org.uk

Comments, Compliments and Complaints

Name:
.....

Address and postcode:
.....

Email address:
.....

Phone number:
.....

I would like to be contacted by:
Telephone Email Letter

My feelings about this issue are:
Happy Concerned
Unhappy Angry

I would like to comment on/
complain about:

I would like to comment on/
complain about this because:

What I would like to see happen as a
result of my comments/complaint is:

Thank you for your views!

Please:

- hand this form to a member of staff
- post it to Walsall SENDIAS (address overleaf)
- email it to Walsallsendiass@family-action.org.uk

We Welcome Your Views

To help us monitor and improve the Walsall SENDIAS service we like to know when we do things right and where you think we can improve. Please tell us if you are pleased with the support we have provided, if you are unhappy about the way you have been helped, or if you simply want to make a comment or suggestion. Your views will help us improve our support to you and others.

Do you have an issue you would like to tell us about?

If so, are you able to speak to the member of staff you normally deal with or their manager? If not, please complete the short form opposite and either:

- hand it to a member of staff
- post it to Walsall SENDIAS (address overleaf)
- email it to Walsallsendiass@family-action.org.uk

What will happen next?

- We will listen carefully to your comments and try to agree solutions directly with you.
- Note that you do not need to make a comment or complaint in writing. If you would prefer, we can arrange for the details of your comments to be written down by one of the SENDIAS team.

What do I do if I am not happy with the response I received?

- If Walsall SENDIAS cannot resolve your complaint locally, you can ask Family Action's Complaints Manager to appoint an 'Investigating Officer' to take more formal action. You can contact the Complaints Manager at any time by emailing complaints@family-action.org.uk
- You can also contact your local authority or CCG Complaints Manager (we can provide contact details).

