

Something you want to say



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

Yes



No



Speak to them about it



Contact the Complaints Manager

Are you satisfied with the outcome?

Yes



No



Good!



Contact the Complaints Manager who will explain the next steps

About Family Action

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.

How to Contact us

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

Comments Compliments & Complaints

We want to hear from you!



Family Action Head Office

24 Angel Gate, City Road, London, EC1V 2PT
 T: 020 7254 6251
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
 Vice Patrons: Christine Davies CBE. Dr Andrew McCulloch. Dame Denise Platt DBE.
 Katie Vanneck-Smith. Professor Harriet Ward CBE.

**Canterbury Advice Centre,
Bradford**

Family Action provides services that help meet people's fundamental needs. To help us monitor and improve our service, we like to know when we do things right and where you think we can improve.

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.

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 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.

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.

As this service is regulated by the Financial Conduct Authority, you can also contact the Financial Ombudsman Service on:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR
FOS: 020 7964 1000

I would like to be contacted by:

Telephone Email Letter

Please provide relevant contact details below:

Name:

Contact details:

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My feeling about this issue are:



Happy



Concerned



Unhappy



Angry

I would like to comment or complain about:

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I would like to comment or complain about this because:

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

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Date:

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

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