

## 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 and brighter lives.

We provide innovative and effective services and support to many of the UK's most vulnerable people, helping individuals and communities address the challenges they face through practical, emotional and financial support.

## Comments Compliments & Complaints

We want to hear from you!

### How to Contact us

#### Family Action

34 Wharf Road  
London N1 7GR

T: 020 7254 6251

E: [info@family-action.org.uk](mailto:info@family-action.org.uk)

W: [www.family-action.org.uk](http://www.family-action.org.uk)



#### Family Action Head Office

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Registered Company Limited by Guarantee in England and Wales no: 01068186.

Patron: HRH The Duchess of Cambridge. Chair: Mary Fulton.

Chief Executive: David Holmes CBE.

Vice Patrons: Christine Davies CBE. Dr Andrew McCulloch. Dame Denise Platt DBE.

Katie Vanneck-Smith. Professor Harriet Ward CBE.

