



# Action for Family Carers

## COMPLIMENTS, COMPLAINTS AND SUGGESTIONS

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Action for Family Carers  
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Registered Charity 1127164

### ACTION FOR FAMILY CARERS SERVICES

Action for Family Carers aims to provide a high quality service to Carers and those they care for. We do our best to take into account the views and wishes of those who seek our services.

If you would like to comment about any of our services - whether it is good or not so good - we will be pleased to hear from you.

### COMPLIMENTS

Any compliments will be much appreciated and will be passed on to the relevant staff and volunteers. Positive feedback like this also helps us to recognise what we are doing right, plus it can help us to gain funding to continue doing it!

### SUGGESTIONS

We value your ideas and suggestions about how we might do things differently. We will use these to help us plan for future services.

### COMPLAINTS

You can make a complaint in person, by telephone, in writing, or by email. If you wish you may use the assistance of a friend or relative to do this, or you may prefer a member of staff to write it down for you in a way which is acceptable to you. Please ask for assistance.

There is a formal Complaints Procedure— please ask a member of staff if you would like more information. Your complaint will be acknowledged within 2 working days and responded to at the earliest possible opportunity.

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Which Service is your Compliment, Suggestion or Complaint about?

- Respite Services (day centres)
- Adult Carers Services (Please select one or more below)
- Information and Advice
- Carer Support Groups
- Advocacy
- Hospital Link Service
- Macmillan Carers Service
- Young Carers Services (Please select one or more below)
- Respite Clubs
- Home Visits
- School-based Services
- Trips and Activities
- Young Adult Carer Services

Other Action for Family Carers services (please specify)

Please tell us about your Compliment, Suggestion or Complaint

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What would you like us to do?

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If you would like a direct response please indicate how you would like to be contacted.

Telephone

If you would like a response by phone please write your number below:

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Email

If you would like an email response please put your email address below:

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Letter

If you would like a written response please write your name and address below:

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**Thank you for your comments, they will help us to improve our services for unpaid Carers. Please return this form to any member of staff.**