

**FEEDBACK FORM** continued...

Date form completed.....

Additional sheets attached? (please tick)

Yes       No

My name .....

Home phone.....

Mobile phone.....

Work phone.....

Email.....

Address.....

.....

.....

I prefer to be contacted by: (please tick)

Phone     Post     Email

I am making a complaint on behalf of someone else. Their name is: .....

**Please send this form back to:**  
**Freepost Action for Carers Surrey**



**Our services include:**

- Adult Carer Support
- Surrey Young Carers
- Moving and Handling
- Giving Carers a Voice

Contact us for information on any of our services or for details of other local organisations who may be able to help.

**Tel: 01483 302748**

**info@actionforcarers.org.uk**

**www.actionforcarers.org.uk**

**www.surrey-youngcarers.org.uk**

Action for Carers (Surrey) Reg Office:  
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Registered in England & Wales with Charitable Status  
Charity Registration No.1116714



*How did we do?*

**Your guide to making a  
compliment, comment or  
complaint about our services**



## Please tell us what you think

Action for Carers Surrey is committed to providing a high quality service that responds to carers' needs, within the limitations of our funds. In doing so we need to take account of the views and wishes of those who use the service. **Your feedback is important to us as we want to know if our services are effectively meeting carers' needs.**

**Compliment** It helps us to know if you have found our services useful.

**Comment** Let us know if you have any suggestions to make about the services we offer.

**Complaint** Tell us if you are unhappy with any aspect of the services you have received so we can try to put things right.

You can tell us in person, by telephone, email, via our website or in writing.

You may ask a friend, relative or a professional to write to us on your behalf or come with you to meet us. You can also ask for a translator/interpreter if necessary.

It may help you to talk to your local Citizens Advice Bureau or a solicitor if your complaint involves a legal matter, or contact your local Councillor or MP – details are available from your local library.

## Making a complaint

### Stage 1

**Please discuss the problem with the member of staff you are in contact with.** They will do their best to resolve the matter as soon as possible. They may refer to their Manager for further help in resolving your complaint, with your permission. If this doesn't solve the problem or you feel unable to discuss it with the staff member or their Manager, you may wish to make your complaint more formally, as follows:

### Stage 2

**Write to the Complaints Officer at Action for Carers Surrey** at the address on this leaflet or you may use our feedback form if you wish. Mark your letter Private and Confidential. This will be acknowledged within seven working days of receipt and your complaint will be responded to within 28 calendar days.

### Stage 3

**If you are not satisfied with this response you can ask the Chair of Action for Carers Surrey to re-consider your complaint.** If this happens, a small Appeal Panel of Trustees of Action for Carers Surrey, who have not been part of the original complaint, will meet within 28 days of your request to re-consider. Details of this process will be sent to you, if you choose to Appeal.

## FEEDBACK FORM

You may use this form for your compliment, comment or complaint if you wish.

**Comment**

**Compliment**

**Complaint**

If you have a complaint, please let us know what you think we should do to put it right.

Continue over page or on an additional sheet if necessary.