

**CO M PLI MENT S, COM PL AI NT S AND FEE DB ACK**

**How to tell us if you have a Concern or want to make a Complaint**

Although we try extremely hard to make sure that we support children and young people, we know that sometimes people feel unhappy about the work we have done.

If you are worried, unhappy or want to make a complaint then please let a volunteer know or contact the coordinator on 07522 297102

**What Happens Next?**

If you have told us about a concern or something you feel we have done wrong, the Coordinator will contact you and offer to meet with you so that you can discuss your concerns

**How to Tell Us If Things Have Gone Well**

If you have been happy with the support you have received from the Contact Centre please complete the feedback leaflet, tree sticker or tell one of the volunteers or the

coordinator

