



Comments, Suggestions, and Complaints

January 2017

Introduction

We appreciate your feedback on what we are doing well, but also how we can improve and develop the service we provide.

Spreading the word

Are you particularly happy with the support you have received from Be Free Young Carers? If so, we would really like to hear your story.

We want as many people as possible to know about our vital services. And the best way for us to do this is by inviting people to share your experiences of Be Free Young Carers.

Your story can help us to encourage people to use our services or to support us. To share your story, please contact us:

Email: yc@befreeyc.org.uk

You can also write to:

Be Free Young Carers
Harwell Innovation Centre
Curie Avenue
Didcot, OX11 0QG

Making a complaint

Although we work hard to offer high standards of service at all times, things can sometimes go wrong.

If you are unhappy with the service you have received from Be Free Young Carers, please let us know.

We will do all that we can to put things right for you and to make sure that the same thing doesn't happen again. Be Free Young Carers views complaints as an opportunity to learn how we can improve

Response time

We aim to reply within 14 working days after receiving your comment, suggestion, or complaint. Complicated issues may take longer to resolve, but we will advise you if progress is delayed.

What happens next?

When we receive a written complaint we will write back to you within two working days to confirm we have received your letter or email.

We will then look into your concerns. We may ask to meet you to discuss your concerns further. You can ask to meet with the Director, if you think that it would be helpful.

We will always do our best to give you a full reply as quickly as possible. We aim to give a complete reply within 14 working days from the receipt of your complaint.

If a delay occurs, we will still write to you within 14 working days to update you on how your complaint progressing.